

13/3,K/1 (Item 1 from file: 350)
 DIALOG(R)File 350: Derwent WPIX
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0015247352 *Drawing available*
 WPI Acc no: 2005-597435/200561

Frequently asked question page providing method for use in bank, involves receiving request from user to access frequently asked questions page, and selecting and displaying set of questions to user based on account data

Patent Assignee: FIRST DATA CORP (FIDA)

Inventor: STAGGS R

Patent Family (2 patents, 106 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20050187929	A1	20050825	US 2004783715	A	20040219	200561	B
WO 2005079529	A2	20050901	WO 2005US5450	A	20050218	200561	E

Priority Applications (no., kind, date): US 2004783715 A 20040219

Patent Details					
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 20050187929	A1	EN	11	7	
WO 2005079529	A2	EN			
National Designated States,Original	AE AG AL AM AT AU AZ BA BB BG BR BW BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EC EE EG ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NA NI NO NZ OM PG PH PL PT RO RU SC SD SE SG SK SL SY TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW				
Regional Designated States,Original	AT BE BG BW CH CY CZ DE DK EA EE ES FI FR GB GH GM GR HU IE IS IT KE LS LT LU MC MW MZ NA NL OA PL PT RO SD SE SI SK SL SZ TR TZ UG ZM ZW				

Frequently asked question page providing method for use in bank, involves receiving request from user to access frequently asked questions page, and selecting and displaying set of questions to user based on account data Original

Titles:Methods and systems for providing personalized frequently asked questions ...

...METHODS AND SYSTEMS FOR PROVIDING PERSONALIZED FREQUENTLY ASKED QUESTIONS Alerting Abstract ...NOVELTY - The method involves

receiving a request from a user to access a frequently asked questions (FAQ) page, and

receiving account data for the user. A set of questions is selected and displayed in a determined order to the **user**, **based** on the **account data**. A set of personalized answers is formatted to the questions using the account data. The... DESCRIPTION - An INDEPENDENT CLAIM is also included for a **frequently asked question** page providing system... ...USE - Used for providing a **frequently asked question** page of a bank having question regarding bank loan... ...ADVANTAGE - The set of questions are selected and displayed to the **user based** on the **account data**, thus displaying personalized **frequently asked questions** for services or products to only those users who qualify for the services or products... ...DESCRIPTION OF DRAWINGS - The drawing shows a flow diagram of a method for providing personalized **frequently asked question** to a user. Original Publication Data by AuthorityArgentina**Publication No.** ...**Original Abstracts:**set of questions to display comprises receiving a request from a user to access a **frequently asked questions (FAQ)** page. Account data for the user is retrieved. A set of questions is selected to display to the **user based** on the **account data**. set of questions to display comprises receiving a request from a user to access a **frequently asked questions (FAQ)** page. Account data for the user is retrieved. A set of questions is selected to display to the **user based** on the **account data**. afficher, consistant a recevoir une demande d'acces a une page de foire aux questions (**FAQ**) de la part d'un utilisateur, a extraire les donnees relatives au compte de l'**Claims:1**. A method comprising:receiving a request from a user to access a **frequently asked questions (FAQ)** page;retrieving account data for the user; andselecting a set of questions to display to the **user based** on the **account data**.>

19/3,K/1 (Item 1 from file: 350)
DIALOG(R)File 350: Derwent WPIX
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0013218698 *Drawing available*
WPI Acc no: 2003-303437/**200330**
XRPX Acc No: N2003-241304

Simulated conversation system synthesizes voice of determined simple response word and next question according to profile of user

Patent Assignee: NAMCO LTD (NAMC-N)
Inventor: NAGASAKI Y; OGATA M; TASHIRO T; UCHIDA M; YAMAMOTO H;
YAMAMOTO S; YAMAZAKI T

Patent Family (2 patents, 1 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
JP 2002169591	A	20020614	JP 2000367594	A	20001201	200330	B
JP 3452257	B2	20030929	JP 2000367594	A	20001201	200364	E

Priority Applications (no., kind, date): JP 2000367594 A 20001201

Patent Details					
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
JP 2002169591	A	JA	15	1	
JP 3452257	B2	JA	17		Previously issued patent JP 2002169591

Simulated conversation system synthesizes voice of determined simple response word and next question according to profile of user Alerting Abstract ...unit (210) recognizes registered word corresponding to voice. A reply determination unit (232) determines simple **response** word and next **question according to profile of user**. A voice synthesizer (220) synthesizes and output voice of determined simple response word to carry... **Class Codes** International Patent Classification IPC Class Level Scope Position Status Version Date ...**G06F-0017/27**... ...**G06F-0017/28**... ...**G06F-0003/16** ...**G06F-0017/27**... ...**G06F-0017/28**... ...**G06F-0003/16** ... Basic Derwent Week: **200330**...

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19/3,K/3 (Item 3 from file: 350)
DIALOG(R)File 350: Derwent WPIX
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0016905193 *Drawing available*
WPI Acc no: 2007-620257/200759
Related WPI Acc No: 2007-700275
XRPX Acc No: N2007-482761

Product selection, for electronic commerce in networked computer system, involves receiving set of responses for questions from user to produce profile of user's preferences for aesthetic characteristics in multiple test images

Patent Assignee: HORNSTEIN D (HORN-I)
Inventor: HORNSTEIN D

Patent Family (1 patents, 1 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 7228283	B1	20070605	US 2000543868	A	20000405	200759	B

Priority Applications (no., kind, date): US 2000543868 A 20000405

Patent Details					
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 7228283	B1	EN	23	14	

Class Codes International Patent Classification IPC Class Level Scope Position Status
Version Date **G06F-017/60** Main Original Publication Data by
Authority Argentina **Publication No. ...Claims:**s preferences for the test images
presented; and receiving from a user a set of **responses** from the **questions**; and **based** on
the **user's responses**, producing a **profile** of the **user's** preferences for the aesthetic
characteristics in the plurality of test images. Basic Derwent Week: 200759

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19/3,K/4 (Item 4 from file: 350)
DIALOG(R)File 350: Derwent WPIX
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0015948195 *Drawing available*
WPI Acc no: 2006-479862/200649
XRPX Acc No: N2006-390268

Disease risk assessment and education system has processor for generating plans for guiding user activity and personal data entry and display device for displaying questions and accepting response

Patent Assignee: RESOURCES ONLINE LLC (RESO-N); CHOI J S (CHOI-I);
HOPKINS T J (HOPK-I); KURTH A E (KURT-I); LARKIN J D (LARK-I);

SPIELBERG F (SPIE-I); WICKSTROM C D (WICK-I)

Inventor: CHOI J S; HOPKINS T J; KURTH A E; LARKIN J D; SPIELBERG F;
WICKSTROM C D; CHOI J; HOPKINS T; KURTH A; LARKIN J; WICKSTROM C

Patent Family (6 patents, 111 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
WO 2006065371	A2	20060622	WO 2005US39220	A	20051026	200649	B
EP 1825426	A2	20070829	EP 2005851279	A	20051026	200757	E
			WO 2005US39220	A	20051026		
IN 200701932	P4	20070928	WO 2005US39220	A	20051026	200805	E
			IN 2007CN1932	A	20070507		
JP 2008518365	W	20080529	WO 2005US39220	A	20051026	200838	E
			JP 2007539236	A	20051026		
US 20080172246	A1	20080717	US 2004622529	P	20041026	200848	E
			US 2005268754	A	20051026		
CA 2626967	A1	20060622	CA 2626967	A	20051026	200927	E
			WO 2005US39220	A	20051026		
			CA 2626967	A	20080422		

Priority Applications (no., kind, date): US 2004622529 P 20041026; US 2004622529 P 20041026; US 1952622529 A 20051026; US 2005268754 A 20051026

Patent Details						
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes	
WO 2006065371	A2	EN	55	16		
National Designated States,Original	AE AG AL AM AT AU AZ BA BB BG BR BW BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EC EE EG ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KM KP KR KZ LC LK LR LS LT LU LV LY MA MD MG MK MN MW MX MZ NA NG NI NO NZ OM PG PH PL PT RO RU SC SD SE SG SK SL SM SY TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW					
Regional Designated States,Original	AT BE BG BW CH CY CZ DE DK EA EE ES FI FR GB GH GM GR HU IE IS IT KE LS LT LU LV MC MW MZ NA NL OA PL PT RO SD SE SI SK SL SZ TR TZ UG ZM ZW					
EP 1825426	A2	EN			PCT Application	WO 2005US39220
					Based on OPI patent	WO 2006065371
Regional Designated States,Original	AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IS IT LI LT LU LV MC NL PL PT RO SE SI SK TR					
IN 200701932	P4	EN			PCT Application	WO 2005US39220
JP 2008518365	W	JA	25		PCT Application	WO 2005US39220
					Based on OPI patent	WO 2006065371
US 20080172246	A1	EN			Related to Provisional	US 2004622529
CA 2626967	A1	EN			PCT Application	WO 2005US39220
					PCT national entry	CA 2626967
					Based on OPI patent	WO 2006065371

Alerting Abstract ...risk assessment for a user and generates plans to guide behavior and sexual activity of **user based** on the response from **user**. A **personal data** entry and display device (PDDA) (12) coupled to the processor, displays the **questions** and accepts **responses** from the user. **Class Codes** International Patent Classification IPC Class Level Scope Position Status Version Date ...**G06F**

Dialog eLink: [Order File History](#)

19/3,K/5 (Item 5 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0015617833 *Drawing available*

WPI Acc no: 2006-182006/200619

XRPX Acc No: N2006-157069

Information technology market research data collecting and evaluating apparatus for use in collaborative research system, has survey with sections that update survey based on collection of additional data

Patent Assignee: EVALUBASE RES INC (EVAL-N); LANEY D (LANE-I)

Inventor: LANEY D

Patent Family (2 patents, 109 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20060036603	A1	20060216	US 2004600438	P	20040811	200619	B
			US 2005196488	A	20050804		
WO 2006020497	A2	20060223	WO 2005US27791	A	20050804	200619	E

Priority Applications (no., kind, date): US 2004600438 P 20040811; US 2005196488 A 20050804

Patent Details						
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes	
US 20060036603	A1	EN	30	8	Related to Provisional	US 2004600438
WO 2006020497	A2	EN				
National Designated States,Original	AE AG AL AM AT AU AZ BA BB BG BR BW BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EC EE EG ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KM KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NA NG NI NO NZ OM PG PH PL PT RO RU SC SD SE SG SK SL SM SY TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW					
Regional Designated States,Original	AT BE BG BW CH CY CZ DE DK EA EE ES FI FR GB GH GM GR HU IE IS IT KE LS LT LU LV MC MW MZ NA NL OA PL PT RO SD SE SI SK SL SZ TR TZ UG ZM ZW					

Class Codes International Patent Classification IPC Class Level Scope Position Status
Version Date **G06F-0017/30...** **G06F-0017/30...** Original Publication Data by
Authority Argentina **Publication No. ...Claims:** system comprising: a knowledge base for receiving and delivering data in a computer readable medium; **a user profile** having stored information regarding a **user**, the **user profile** for granting **an access** privilege to the knowledge **base**; and a survey **capable** of being run on the computer readable medium, the survey being associated with each user and having a plurality of sections including **responses** to **questions** about a particular **solution** by one or more users, wherein the **responses** are for **populating** the knowledge base **with** selectively added data received from one or more of the users, and wherein the user... Basic Derwent

Week: 200619

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19/3,K/6 (Item 6 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0015247352 *Drawing available*

WPI Acc no: 2005-597435/200561

Frequently asked question page providing method for use in bank, involves receiving request from user to access frequently asked questions page, and selecting and displaying set of questions to user based on account data

Patent Assignee: FIRST DATA CORP (FIDA)

Inventor: STAGGS R

Patent Family (2 patents, 106 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20050187929	A1	20050825	US 2004783715	A	20040219	200561	B
WO 2005079529	A2	20050901	WO 2005US5450	A	20050218	200561	E

Priority Applications (no., kind, date): US 2004783715 A 20040219

Patent Details					
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 20050187929	A1	EN	11	7	
WO 2005079529	A2	EN			
National Designated States,Original	AE AG AL AM AT AU AZ BA BB BG BR BW BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EC EE EG ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NA NI NO NZ OM PG PH PL PT RO RU SC SD SE SG SK SL SY TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW				
Regional Designated States,Original	AT BE BG BW CH CY CZ DE DK EA EE ES FI FR GB GH GM GR HU IE IS IT KE LS LT LU MC MW MZ NA NL OA PL PT RO SD SE SI SK SL SZ TR TZ UG ZM ZW				

Alerting Abstract ...user. A set of questions is selected and displayed in a determined order to the **user**, **based** on the **account data**. A set of personalized **answers** is formatted

to the **questions** using the account data. The **questions** and the corresponding formatted **answers** are displayed to the user. **Class Codes** International Patent Classification IPC Class Level Scope Position Status Version Date **G06F-0017/00...** **G06F-0017/00...** Basic Derwent Week: 200561

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19/3,K/7 (Item 7 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0015065723 *Drawing available*

WPI Acc no: 2005-414955/200542

Related WPI Acc No: 2004-431307; 2004-431309; 2004-431310; 2004-441216; 2004-441217; 2006-360908; 2006-657994; 2008-A75028

XRPX Acc No: N2005-336350

Secure environment e.g. airplane, access providing and access tracking method, involves comparing individual risk factor with environmental risk factor to determine if individual is granted access to environment

Patent Assignee: WHITE W J (WHIT-I); WOOD R G (WOOD-I)

Inventor: WHITE W J; WOOD R G; WHITE W; WOOD R

Patent Family (3 patents, 107 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20050093675	A1	20050505	US 2003697636	A	20031030	200542	B
WO 2005054981	A2	20050616	WO 2004US36176	A	20041030	200542	E
EP 1678590	A2	20060712	EP 2004817815	A	20041030	200648	E
			WO 2004US36176	A	20041030		

Priority Applications (no., kind, date): US 2003697636 A 20031030

Patent Details						
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes	
US 20050093675	A1	EN	8	2		
WO 2005054981	A2	EN				
National Designated States,Original	AE AG AL AM AT AU AZ BA BB BG BR BW BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EC EE EG ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NA NI NO NZ OM PG PH PL PT RO RU SC SD SE SG SK SL SY TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW					
Regional Designated States,Original	AT BE BG BW CH CY CZ DE DK EA EE ES FI FR GB GH GM GR HU IE IT KE LS LU MC MW MZ NA NL OA PL PT RO SD SE SI SK SL SZ TR TZ UG ZM ZW					
EP 1678590	A2	EN			PCT Application	WO 2004US36176
					Based on OPI patent	WO 2005054981
Regional Designated States,Original	AL AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HR HU IE IT LI LT LU LV MC MK NL PL PT RO SE SI SK TR					

Class Codes International Patent Classification IPC Class Level Scope Position Status
Version Date **G06F-0007/04...** ...**G06F-0007/04 G06F****G06F-0007/02...** ...**G06F-0007/02** Original Publication Data by AuthorityArgentina**Publication No.**

...**Claims:**individual is a non-registered individual;e. asking the non-registered individual a plurality of **questions**, wherein the non-registered individual **answers** the plurality of **questions** creating a profile, wherein an individual Risk Factor is assigned to the **individual based** upon the **profile**;f. registering the non-registered **individual** with the individual Risk Factor on the authentication database by creating a record comprising the... Basic Derwent Week: 200542

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19/3,K/8 (Item 8 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0014355400 *Drawing available*

WPI Acc no: 2004-543939/**200452**

XRPX Acc No: N2004-430081

User surveying method for worker compensation analysis, involves adding user profile created based on user response to specific queries, to user affinity groups,

and producing customized compensation reports based on user profile

Patent Assignee: GIORDANO J (GIOR-I); PAYSCALE INC (PAYS-N); TARR D (TARR-I)

Inventor: GIORDANO J; GIORDANO J I; TARR D

Patent Family (9 patents, 105 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
WO 2004061740	A1	20040722	WO 2003US41413	A	20031229	200452	B
US 20040210820	A1	20041021	US 2002436809	P	20021227	200470	E
			US 2003748968	A	20031229		
AU 2003300404	A1	20040729	AU 2003300404	A	20031229	200477	E
EP 1579364	A1	20050928	EP 2003814978	A	20031229	200563	E
			WO 2003US41413	A	20031229		
US 20060111959	A1	20060525	US 2002436809	P	20021227	200635	E
			WO 2003US41413	A	20031229		
			US 2005541156	A	20050627		
CN 1754181	A	20060329	CN 200380109965	A	20031229	200649	E
IN 200501292	P2	20060811	WO 2003US41413	A	20031229	200656	E
			IN 2005KN1292	A	20050704		
US 7571110	B2	20090804	US 2002436809	P	20021227	200951	E
			US 2003748968	A	20031229		
US 20090265224	A1	20091022	US 2002436809	P	20021227	200969	E
			US 2003748968	A	20031229		
			US 2009496916	A	20090702		

Priority Applications (no., kind, date): US 2002436809 P 20021227; US 2003748968 A 20031229; US 2005541156 A 20050627; US 2009496916 A 20090702

Patent Details						
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes	
WO 2004061740	A1	EN	85	25		
National Designated States,Original	AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NI NO NZ OM PG PH PL PT RO RU SC SD SE SG SK SL SY TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW					
Regional Designated States,Original	AT BE BG BW CH CY CZ DE DK EA EE ES FI FR GB GH GM GR HU IE IT KE LS LU MC MW MZ NL OA PT RO SD SE SI SK SL SZ TR TZ UG ZM ZW					
US 20040210820	A1	EN			Related to Provisional	US 2002436809
AU 2003300404	A1	EN			Based on OPI patent	WO 2004061740
EP 1579364	A1	EN			PCT Application	WO 2003US41413
					Based on OPI patent	WO 2004061740
Regional Designated States,Original	AL AT BE BG CH CY CZ DE DK EE ES FI FR GB GR HU IE IT LI LT LU LV MC MK NL PT RO SE SI SK TR					
US 20060111959	A1	EN			Related to Provisional	US 2002436809
					PCT Application	WO 2003US41413
IN 200501292	P2	EN			PCT Application	WO 2003US41413
US 7571110	B2	EN			Related to Provisional	US 2002436809
US 20090265224	A1	EN			Related to Provisional	US 2002436809
					Continuation of application	US 2003748968
					Continuation of patent	US 7571110

Alerting Abstract ...NOVELTY - A **user profile** created **based** on **user's answers** to specified **questions**, is added to user affinity groups and used for producing customized compensation reports. **Class Codes** International Patent Classification IPC Class Level Scope Position Status Version Date **G06F-017/60** Main **G06F-0017/30**... **G06F-0017/30** **G06F-0017/30**... **G06F-0017/30**... **G06F-0017/30** Original Publication Data by AuthorityArgentina**Publication No.** ...**Claims**:least one question being pertinent in determining at least one affinity group to which said **user** belongs;creating a **user profile** for said **user based** on said **user's answers** to said at least one **question**, wherein said user profile is comprised of said at least one **question** and at least one corresponding

answer;adding said user profile to at least one affinity group; andstoring said user profile... ... least one question being pertinent for determination of at least one affinity group to said **user**;creating a **user profile** for said **user based** on said **user's answers** to said at least one **question**, wherein said user profile is comprised of said at least one **question** and at least a corresponding **answer**;adding said user profile to one or more affinity groups; andstoring said user profile... Basic Derwent Week: **200452**

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19/3,K/9 (Item 9 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0013342237 *Drawing available*

WPI Acc no: 2003-429875/**200340**

XRPX Acc No: N2003-343297

User profile construction method for web content customization, involves updating active profile based on user's response to provided questions and repeating updating process with another set of questions

Patent Assignee: HOLT L E (HOLT-I)

Inventor: HOLT L E

Patent Family (1 patents, 1 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20030055762	A1	20030320	US 2001682545	A	20010918	200340	B

Priority Applications (no., kind, date): US 2001682545 A 20010918

Patent Details					
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 20030055762	A1	EN	11	5	

User profile construction method for web content customization, involves updating active profile based on user's response to provided questions and repeating updating process with another set of questions Alerting Abstract ...The content including an active profile inquiry area with one or more questions, is displayed **based** on an active **profile** for a **user**. The **answers** to the **questions** allow for better construction of the profile. The active profile for the user is updated in **response** to the user answering the **questions**. The process is repeated with new questions, so that the existing content is refreshed to ... **Class Codes** International Patent Classification IPC Class Level Scope Position Status Version Date **G06F-0017/30... G06F-0017/30...** Original Publication

Data by Authority Argentina **Publication No. ...Original Abstracts:**for subsequent content customization based thereon, interspersed with content display, is disclosed. Content is displayed **based** at least on **an** active **profile** for a **user**, **where** the active **profile** may initially be **empty**. The content includes an inquiry area that has one or more questions. The **answers** to these questions allow for better construction of the profile. The user may answer the questions, or **may** ignore **them** and select other content to display. In the latter case, new content is shown to the user, with preferably the same questions displayed to the user in the inquiry **area**. In the former case, the active **profile** for the **user** is updated **based on** the answers, and the existing content is preferably refreshed to reflect the updated active profile... **Claims: 1.** A method comprising: displaying content **based** on at least an active **profile** for a **user**, the content **including** an active **profile**-inquiry area having one or **more questions**, the **answers** to which allow **for** better **construction** of the active profile for the user; in **response** to the user answering the one or **more questions** within the active profile-inquiry area, updating **the** active profile for the user; and, repeating the method with one or more new questions... Basic Derwent Week: **200340**

Dialog eLink: [Order File History](#)

19/3,K/10 (Item 10 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0013239915 *Drawing available*

WPI Acc no: 2003-325018/**200331**

XRPX Acc No: N2003-260220

Personal-identification system for content distribution, performs personal-identification processing of question-answer type, based on individual action log information stored in database

Patent Assignee: SONY CORP (SONY)

Inventor: EZAKI T

Patent Family (1 patents, 1 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
JP 2003099403	A	20030404	JP 2001290878	A	20010925	200331	B

Priority Applications (no., kind, date): JP 2001290878 A 20010925

Patent Details					
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
JP 2003099403	A	JA	26	18	

Personal-identification system for content distribution, performs personal-identification processing of question-answer type, based on individual action log information stored in database Alerting Abstract DESCRIPTION - Based on the **individual action log** information stored in the **personal information** database, personal-identification processing of a **question-answer** type is performed. INDEPENDENT CLAIMS are also included for the following... **Class Codes** International Patent Classification IPC Class Level Scope Position Status Version Date **G06F-0015/00... ..G06F-0021/20 G06F-0015/00... ..G06F-0021/20 ...** Basic Derwent Week: **200331...**

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 19/3,K/11 (Item 11 from file: 350)
 DIALOG(R)File 350: Derwent WPIX
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0013197078 *Drawing available*
 WPI Acc no: 2003-281287/**200328**
 XRPX Acc No: N2003-223394

Information management system has CPU which transmits information about interests of customer, based on answer received from customer terminal in response to transmitted question

Patent Assignee: CARAVAN KK (CARA-N)

Inventor: HIRANO K

Patent Family (1 patents, 1 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
JP 2002157499	A	20020531	JP 2000350671	A	20001117	200328	B

Priority Applications (no., kind, date): JP 2000350671 A 20001117

Patent Details					
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
JP 2002157499	A	JA	19	1	

Information management system has CPU which transmits information about interests of customer, based on answer received from customer terminal in response to transmitted question **Class Codes** International Patent Classification IPC Class Level Scope Position Status Version Date **G06F-0017/30... ..G06F-0017/40 G06F-0017/30... ..G06F-0017/40 ...** Basic Derwent Week: **200328...**

Dialog eLink: Order File History

19/3,K/12 (Item 12 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0011160690 *Drawing available*

WPI Acc no: 2002-098119/**200213**

XRPX Acc No: N2002-072470

Application support apparatus for online recruiting system, allows user to send personal data after determining fitness of user, based on user's answers to career oriented questions

Patent Assignee: CAREERFEVER BV (CARE-N)

Inventor: SCHOEN P O; SWINKELS H G

Patent Family (2 patents, 91 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
WO 2001097065	A2	20011220	WO 2000NL419	A	20000615	200213	B
AU 200057149	A	20011224	AU 200057149	A	20000615	200227	E
			WO 2000NL419	A	20000615		

Priority Applications (no., kind, date): WO 2000NL419 A 20000615

Patent Details						
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes	
WO 2001097065	A2	EN	35	3		
National Designated States,Original	AE AG AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW					
Regional Designated States,Original	AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TZ UG ZW					
AU 200057149	A	EN			PCT Application	WO 2000NL419
					Based on OPI patent	WO 2001097065

Application support apparatus for online recruiting system, allows user to send personal data after determining fitness of user, based on user's answers to career oriented questions Class Codes International Patent Classification IPC Class Level

Scope Position Status Version Date **G06F-0017/00...** **G06F-0017/00...** ... Basic Derwent
Week: **200213...**

Dialog eLink: [Order File History](#)

19/3,K/13 (Item 13 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0011098002 *Drawing available*

WPI Acc no: 2002-033745/**200204**

XRPX Acc No: N2002-025973

Health care assistance through Internet, involves selecting data from stored result set consisting of responses from survey group relating to product's use, based on personal characteristics of inquired user

Patent Assignee: JACOBY J B (JACO-I); SHAPIRO S I (SHAP-I)

Inventor: JACOBY J B; SHAPIRO S I

Patent Family (1 patents, 1 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20010034639	A1	20011025	US 2000188245	P	20000310	200204	B
			US 2001802049	A	20010308		

Priority Applications (no., kind, date): US 2000188245 P 20000310; US 2001802049 A 20010308

Patent Details						
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes	
US 20010034639	A1	EN	19	5	Related to Provisional	US 2000188245

Class Codes International Patent Classification IPC Class Level Scope Position Status

Version Date **G06F-017/60** Main Original Publication Data by

AuthorityArgentina**Publication No.** ...**Claims:**question relating to the survey group's use of a product;receiving over the computer **network responses** to the query set from members of the survey group;sorting the responses **based** on the **personal information** set into a result **set** and storing the result set at a central location;receiving at the central location an... Basic Derwent Week: **200204**

Dialog eLink: [Order File History](#)

19/3,K/14 (Item 14 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0011090179 *Drawing available*

WPI Acc no: 2002-025746/**200203**

XRPX Acc No: N2002-019976

Patient behavioral assessment and health monitoring method involves outputting diagnostic behavioral assessment information based on specific and general responses from persons

Patent Assignee: FARIS S (FARI-I); FURSE D (FURS-I); FURSE D H (FURS-I); GIBBS T (GIBB-I); HELP4LIFE INC (HELP-N); ROETCISOENDER C (ROET-I); WILKINSON G (WILK-I)

Inventor: FARIS S; FURSE D; FURSE D H; GIBBS T; ROETCISOENDER C; WILKINSON G

Patent Family (3 patents, 93 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
WO 2001069515	A1	20010920	WO 2001US8198	A	20010315	200203	B
US 20010034615	A1	20011025	US 2000189494	P	20000315	200203	E
			US 2000239906	P	20001013		
			US 2001259570	P	20010104		
			US 2001805910	A	20010315		
AU 200150844	A	20010924	AU 200150844	A	20010315	200208	E

Priority Applications (no., kind, date): US 2000189494 P 20000315; US 2000239906 P 20001013; US 2001259570 P 20010104; US 2001805910 A 20010315

Patent Details						
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes	
WO 2001069515	A1	EN	55	5		
National Designated States,Original	AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW					
Regional Designated States,Original	AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW					
US 20010034615	A1	EN			Related to Provisional	US 2000189494
					Related to Provisional	US 2000239906
					Related to Provisional	US 2001259570
AU 200150844	A	EN			Based on OPI patent	WO 2001069515

Class Codes International Patent Classification IPC Class Level Scope Position Status
Version Date **G06F-017/60** Main **G06F-0019/00...** **G06F-0019/00...** Original
Publication Data by Authority Argentina **Publication No. ...Claims:** questions based upon said personal information and behavior-related medical history; outputting said general behavioral **assessment questions** for prompting **general responses** by **persons** having knowledge of said subject's behavior; receiving and storing **responses** said general **responses**; **selecting** and outputting disorder specific behavioral assessment **questions** for prompting specific **responses** by said persons; **receiving** and storing **said** specific; and outputting diagnostic behavioral assessment information based on **said** general and specific **responses**. Basic Derwent Week: **200203**

Dialog eLink: [Order File History](#)

19/3,K/15 (Item 15 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0011082113 *Drawing available*

WPI Acc no: 2002-017507/**200202**

XRPX Acc No: N2002-013995

Open survey method with statistical voting, for a data communications network such as the Internet, involves maintaining a database of survey questions, replies and reasons

Patent Assignee: LEE C (LEEC-I); LIN L (LINL-I); WANG W (WANG-I)
 Inventor: CHAN H; LIN L

Patent Family (3 patents, 93 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
WO 2001077867	A1	20011018	WO 2001US10417	A	20010402	200202	B
AU 200153047	A	20011023	AU 200153047	A	20010402	200213	E
TW 513639	A	20021211	TW 2001108357	A	20010406	200353	E

Priority Applications (no., kind, date): US 2000543801 A 20000406

Patent Details					
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
WO 2001077867	A1	EN	44	4	
National Designated States,Original	AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW				
Regional Designated States,Original	AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW				
AU 200153047	A	EN			Based on OPI patent WO 2001077867
TW 513639	A	ZH			

Class Codes International Patent Classification IPC Class Level Scope Position Status
 Version Date **G06F-017/00** Main Original Publication Data by
 AuthorityArgentina**Publication No. ...Original Abstracts:**Users registration may facilitate any web advertisers or sponsors to provide ads or prizes (205) **based** on the **profile of the users as** entered. Upon **entering** the web site, the visitor, registered or not, can read issues, questions or surveys which have been posted by other people (210). Upon searching, the visitor can view the issue, **question** or survey (214), **as** well as any **answers** or reasons received (216). Basic Derwent Week: **200202**

Dialog eLink: [Order File History](#)

19/3,K/16 (Item 16 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0011023977 *Drawing available*
WPI Acc no: 2001-649758/**200175**
Related WPI Acc No: 2001-627489
XRPX Acc No: N2001-485685

Compiling device for maintaining information for use in routing and transmitting content to a machine via a network uses donut storing user details and accessed by browser programs to route content to user associated with the donut

Patent Assignee: ACTV INC (ACTV-N)

Inventor: ABATO M R; DUDA C R; HARRINGTON J M; ULLMAN C D

Patent Family (2 patents, 25 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
EP 1089564	A1	20010404	EP 2000308415	A	20000926	200175	B
GB 2359449	A	20010822	GB 200023957	A	20000929	200175	E

Priority Applications (no., kind, date): US 1999409305 A 19990929

Patent Details					
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
EP 1089564	A1	EN	31	11	
Regional Designated States,Original	AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI				

Class Codes International Patent Classification IPC Class Level Scope Position Status
Version Date **G06F-0013/00**... **G06F-0015/00**... **G06F-0017/30** **G06F-0013/00**...
...**G06F-0015/00**... **G06F-0017/30** Original Publication Data by
AuthorityArgentina**Publication No.** ...**Original Abstracts:**This enables, for example,
advertising to be tailored to the user based on the users **responses** to specific **questions**
and/or on the user profile. Basic Derwent Week: **200175**

Dialog eLink: [Order File History](#)

19/3,K/17 (Item 17 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0009923162 *Drawing available*
WPI Acc no: 2000-223370/**200019**
XRPX Acc No: N2000-167402

Method for goal based educational system with support for dynamic tailored feedback uses rule based expert training system to provide cognitive educational experience

Patent Assignee: AC PROPERTIES BV (ACPR-N); INDELIQ INC (INDE-N);

ACCENTURE LLP (ACCT); ACCENTURE PROPERTIES 2 BV (ACCT)

Inventor: O'CONNOR M T; ROSENFELD E T; OCONNOR M T

Patent Family (6 patents, 82 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 6032141	A	20000229	US 1998219055	A	19981222	200019	B
WO 2000038144	A1	20000629	WO 1999US2726	A	19990208	200036	E
AU 199925936	A	20000712	AU 199925936	A	19990208	200048	E
EP 1141916	A1	20011010	EP 1999905877	A	19990208	200167	E
			WO 1999US2726	A	19990208		
TW 487850	A	20020521	TW 1999122833	A	19991222	200320	E
US 7156665	B1	20070102	WO 1999US2726	A	19990208	200703	NCE
			US 2001868686	A	20010904		

Priority Applications (no., kind, date): US 1998219055 A 19981222; US 2001868686 A 20010904

Patent Details						
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes	
US 6032141	A	EN	154	75		
WO 2000038144	A1	EN				
National Designated States,Original	AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US UZ VN YU ZW					
Regional Designated States,Original	AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW NL OA PT SD SE SZ UG ZW					
AU 199925936	A	EN			Based on OPI patent	WO 2000038144
EP 1141916	A1	EN			PCT Application	WO 1999US2726
					Based on OPI patent	WO 2000038144
Regional Designated States,Original	AT BE CH CY DE DK ES FI FR GB GR IE IT LI LU MC NL PT SE					
TW 487850	A	ZH				
US 7156665	B1	EN			PCT Application	WO 1999US2726
					Based on OPI patent	WO 2000038144

Class Codes International Patent Classification IPC Class Level Scope Position Status
Version Date **G06F-015/18** Main **G06F-017/00** Original Publication Data by
Authority Argentina **Publication No. ...Claims:**generating a presentation;(b) determining
the personality profile of the student from at least one **answer** in **response** to the at least
one **question**;(c) configuring the presentation **based** on the personality **profile** of the
student before generating the presentation;(d) integrating information in the presentation
that motivates accomplishment of a... Basic Derwent Week: **200019**

Dialog eLink: [Order File History](#)

19/3,K/18 (Item 18 from file: 347)

DIALOG(R)File 347: JAPIO

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06824598 ****Image available****

TOOTHBRUSHING PRACTICE DIAGNOSTIC SYSTEM

Pub. No.: 2001-052092 [JP 2001052092 A]
Published: February 23, 2001 (**20010223**)
Inventor: KUJIRAI MASAO
Applicant: KUJIRAI MASAO
Application No.: 11-223785 [JP 99223785]
Filed: August 06, 1999 (19990806) ...
Published: **20010223**)
International Class: G06F-019/00; G06F-017/00; G06F-017/30

ABSTRACT

...influential factors and making clear the relative location and improving direction of a diagnostic object **person** on a data **base**.

SOLUTION: **Personal data** are inputted and in the case of the first medical examination, the **answers** of the diagnosis object person are successively inputted to **question** items. The result is quantified while using a data base 2, the result is plotted... Di01

Dialog eLink: [Order File History](#)

19/3,K/19 (Item 19 from file: 347)

DIALOG(R)File 347: JAPIO

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04944171 ****Image available****

INTERACTIVE ATTRACTION SYSTEM

Pub. No.: 07-236771 [JP 7236771 A]
Published: September 12, 1995 (**19950912**)
Inventor: ODA TAKASHI
Applicant: SEGA ENTERP LTD [400891] (A Japanese Company or Corporation), JP (Japan)
Application No.: 06-052649 [JP 9452649]
Filed: February 28, 1994 (19940228) ...
Published: **19950912**)
International Class: A63F-009/24; **G06F-015/00**

ABSTRACT

...CONSTITUTION: A host computer 100 decides a question using image to **participants according** to the **personal information** of **participants**, and also decides the next **question** to participants according to the **response** of participants input from an input device, that is, the host computer incorporates a conversation... Di01

25/3,K/1 (Item 1 from file: 350)
 DIALOG(R)File 350: Derwent WPIX
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0019259694

WPI Acc no: 2009-L33165/200946

Related WPI Acc No: 2002-147097; 2006-723665

Health education system for the Internet has a filtering system that generates a customized list of solution elements based on selected questions, set of protocols, user and weighting data so that the list has solutions specific to the user

Patent Assignee: CLARITY HEALTH INC (CLAR-N)

Inventor: HERDMAN R B

Patent Family (1 patents, 1 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 7558788	B1	20090707	US 2006523183	A	20060918	200946	B
			US 2000188932	P	20000309		
			US 2000188670	P	20000311		
			US 2001934955	A	20010821		
			US 2001798276	A	20010302		

Priority Applications (no., kind, date): US 2000188932 P 20000309; US 2000188670 P 20000311; US 2001798276 A 20010302; US 2001934955 A 20010821; US 2006523183 A 20060918

Patent Details						
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes	
US 7558788	B1	EN	9	0	Related to Provisional	US 2000188932
					Related to Provisional	US 2000188670
					Continuation of application	US 2001934955
					Continuation of application	US 2001798276
					Continuation of patent	US 7110994

Health education system for the Internet has a filtering system that generates a customized list of solution elements based on selected questions, set of protocols, user and weighting data so that the list has solutions specific to... Alerting Abstract
 ...the user to select questions from the question database to generate a set of selected **questions**. A filtering system generates a **customized** list of **solution** elements based on the selected **questions**, the set of protocols, the user data, and the weighting data such

that the list... ...irrelevancies, and selects and prioritizes the best combination of answers to most effectively address all **interests** the **customer** inputs. Original Publication Data by AuthorityArgentina**Publication No. ...Original Abstracts**:select one or more questions from the question database to generate a set of selected **questions**. The filtering system generates a **customized** list of **solution** elements based on the selected **questions**, the set of protocols, and the user data such that the customized list of solution...
...Claims:select one or more questions from the question database to generate a set of selected **questions**; and a filtering system for generating a **customized** list of **solution** elements based on the selected **questions**, the set of protocols, the user data, and the weighting data such that the customized... ... Basic Derwent Week: 200946...

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25/3,K/2 (Item 2 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0016327333 *Drawing available*

WPI Acc no: 2007-043502/200705

Related WPI Acc No: 2003-046588

XRPX Acc No: N2007-029944

Financial planning program for marketing financial products, includes instructions for generating user interface displaying financial and planner information

Patent Assignee: CRONIN C T (CRON-I); LEE D T W (LEED-I); LINAUGH J P (LINA-I); SCHULTE J R (SCHU-I); WALTERS E J (WALT-I)

Inventor: CRONIN C T; LEE D T W; LINAUGH J P; SCHULTE J R; WALTERS E J

Patent Family (1 patents, 1 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20060241989	A1	20061026	US 2001795219	A	20010227	200705	B
			US 2006428119	A	20060630		

Priority Applications (no., kind, date): US 2001795219 A 20010227; US 2006428119 A 20060630

Patent Details						
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes	
US 20060241989	A1	EN	16	13	Continuation of application	US 2001795219

Original Publication Data by AuthorityArgentina**Publication No. ...Original**

Abstracts:determining appropriate financial products (or clients. The system and method present a first set of **questions** to a client and receives a first set of **answers**, then the system presents subsequent sets of **questions** to the client which are **customized** based on the **answers** to the first and other previous sets of **questions** so that the client is not asked redundant, unnecessary, or inappropriate questions, and receives answers to the subsequent sets of questions, wherein the questions request (A) **personal information** comprising **client** and dependent names, ages, and marital status; (B) financial information on one or more of... Basic Derwent Week: 200705

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25/3,K/3 (Item 3 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0014884179 *Drawing available*

WPI Acc no: 2005-231918/200524

XRPX Acc No: N2005-191021

Internet-based expert diagnosing and analyzing method for consumer inquiry, involves defining inquiry, getting personal information, and providing expert response facility to expert for reviewing information to respond to inquiry

Patent Assignee: PABUWAL A K (PABU-I)

Inventor: PABUWAL A K

Patent Family (1 patents, 1 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20050055263	A1	20050310	US 2003605079	A	20030908	200524	B

Priority Applications (no., kind, date): US 2003605079 A 20030908

Patent Details					
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 20050055263	A1	EN	6	3	

Internet-based expert diagnosing and analyzing method for consumer inquiry, involves defining inquiry, getting personal information, and providing expert response facility to expert for reviewing information to respond to inquiry Alerting Abstract ...responding to dynamic questions presented by a system, by a consumer. The system defines the **consumer** inquiry and obtains necessary **personal information** (102). An expert response facility is provided to the expert for reviewing the information and... Original Publication Data by AuthorityArgentina**Publication No. ...Original**

Abstracts:expert interaction by profiling the consumer in advance of the initial expert interaction through a **dynamic question** and **answer session** and by **optimizing** the tools used by the expert to respond to consumer inquiries.

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25/3,K/4 (Item 4 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0013624982 *Drawing available*

WPI Acc no: 2003-720521/**200368**

XRPX Acc No: N2003-575998

Indefinite revenue stream generating method for retail automotive industry involves producing indefinite revenue streams by client representative from customer's answers to questions of personalized action electronic communication

Patent Assignee: VEHNET INC (VEHN-N)

Inventor: MOORE S; TOWNSEND R D

Patent Family (1 patents, 1 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20030135405	A1	20030717	US 200253400	A	20020117	200368	B

Priority Applications (no., kind, date): US 200253400 A 20020117

Patent Details					
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 20030135405	A1	EN	14	3	

...for retail automotive industry involves producing indefinite revenue streams by client representative from customer's answers to questions of personalized action electronic communication Original Publication Data by AuthorityArgentina**Publication No. ...Claims:**steps of: automatically sending from a remote server a personalized action electronic communication to a **client** computer of a **customer** on **every** anniversary of a **purchase date**, the personalized electronic **communication** including questions for the customer; receiving at a **client** computer of a **sales** representative **answers** to the **questions** of the **personalized** action electronic communication from the retail **customer**; generating indefinite **revenue** streams from **the answers** to the **questions** of the **personalized** action electronic communication. Basic Derwent Week: **200368**

Dialog eLink: [Order File History](#)

25/3,K/5 (Item 5 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0012969303 *Drawing available*

WPI Acc no: 2003-046588/**200304**

Related WPI Acc No: 2007-043502

XRPX Acc No: N2003-036768

Computer system has expert system module which choose financial product that is appropriate to clients financial situation, based on stored information

Patent Assignee: CRONIN C T (CRON-I); LEE D T W (LEED-I); LINAUGH J P (LINA-I); SCHULTE J R (SCHU-I); WALTERS E J (WALT-I)

Inventor: CRONIN C T; LEE D T W; LINAUGH J P; SCHULTE J R; WALTERS E J

Patent Family (1 patents, 1 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20020143680	A1	20021003	US 2001795219	A	20010227	200304	B

Priority Applications (no., kind, date): US 2001795219 A 20010227

Patent Details					
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 20020143680	A1	EN	17	13	

Alerting Abstract ...NOVELTY - A processor executes a program to perform a set of questions to **clients** requesting for **client's personal** details, financial **information** on accounts, policies, and goal information on retirement, income and estate related goals. An expert... Original Publication Data by AuthorityArgentina**Publication No. ...Original Abstracts:**determining appropriate financial products for clients. The system and method present a first set of **questions** to a client and receives a first set of **answers**, then the system presents subsequent sets of **questions** to the client which are **customized** based on the **answers** to the first and other previous sets of **questions** so that the client is not asked redundant, unnecessary, or inappropriate questions, and receives answers to the subsequent sets of questions, wherein the questions request (A) **personal information** comprising **client** and dependent names, ages, and marital status; (B) financial information on one or more of... **Claims:**executable by a processor comprising: a client questionnaire module that presents a first set of **questions** to a client and receives a first set of **answers**, presents subsequent sets of **questions** to the client which are **customized** based on the **answers** to the first and other previous sets of **questions** so that the client is not asked redundant, unnecessary, or inappropriate questions, and receives answers to the subsequent sets of questions, wherein the questions request (A) **personal information**

comprising **client** and dependent names, ages, and marital status; (B) financial information on one or more of... Basic Derwent Week: **200304**

Dialog eLink: [Order File History](#)

25/3,K/6 (Item 6 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0012940028 *Drawing available*

WPI Acc no: 2003-016685/**200301**

XRPX Acc No: N2003-012599

User's advertisement response compensation method involves crediting user's account based on answers received from user, in response to questions corresponding to selected advertisement only

Patent Assignee: ARREOLA R A (ARRE-I); DE RAFAEL C A (DRAF-I)

Inventor: ARREOLA R A; DE RAFAEL C A

Patent Family (2 patents, 1 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20020116256	A1	20020822	US 1997822874	A	19970324	200301	B
			US 1999272153	A	19990319		
US 6529878	B2	20030304	US 1999272153	A	19990319	200320	E

Priority Applications (no., kind, date): US 1997822874 A 19970324; US 1999272153 A 19990319

Patent Details						
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes	
US 20020116256	A1	EN	11	6	C-I-P of application	US 1997822874

Original Publication Data by AuthorityArgentina**Publication No. ...Original**

Abstracts:compensating users for responding to advertisements in an interactive manner poses questions for users and **dynamically** generates further **questions in response to users' answers to previous questions**. A user sets **up** an account on a remote computer that is then credited each time a user has completed the series of questions and answers relating to an advertisement. In setting up the **account**, the remote computer **obtains** demographic **information** from the **user**, such as the **user's** name, age, gender, place of residence and occupation. The remote computer can generate the... ... compensating users for responding to advertisements in an interactive manner poses questions for users and **dynamically** generates further **questions in response to users' answers to previous**

questions. A user **sets** up an **account** on a **remote** computer that is then credited each time a user has completed the series of questions... Basic Derwent Week: **200301**

Dialog eLink: Order File History

25/3,K/7 (Item 7 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0012847543 *Drawing available*

WPI Acc no: 2002-706057/**200276**

XRPX Acc No: N2002-556638

Business solution provision method for online services, involves receiving responses with respect to selected parameters, based on which solutions are provided

Patent Assignee: BUCKLEY S (BUCK-I); CAO H (CAOH-I); GALLEG0 G (GALL-I); KAPOOR S (KAPO-I); KATIRCIOGLU K (KATI-I); OLADEJI O (OLAD-I)

Inventor: BUCKLEY S; CAO H; GALLEG0 G; KAPOOR S; KATIRCIOGLU K; OLADEJI O

Patent Family (1 patents, 1 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20020099582	A1	20020725	US 2001767730	A	20010124	200276	B

Priority Applications (no., kind, date): US 2001767730 A 20010124

Patent Details					
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 20020099582	A1	EN	11	4	

Alerting Abstract ... ADVANTAGE - Enables storing **user profile** irrespective of accessing tool, **thereby facilitates** multi-frequency participation from different locations... Original Publication Data by AuthorityArgentina**Publication No. Original Abstracts:** A method and system of providing business solutions via a dynamic system. In order **to** provide business **solutions**, the method and **system** uses rules to formulate **questions** based on (i) **specific** industries, (ii) specific problems and/or (ii) specific **answers** in **response** to a **dynamic set** of **questions** (**metrics**), amongst others. **These** specific **solutions** may also be **quantified** in order to provide specific financial benefit analysis to the business using spreadsheets and financial... Basic Derwent Week: **200276**

Dialog eLink: [Order File History](#)

25/3,K/8 (Item 8 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0012780806 *Drawing available*

WPI Acc no: 2002-635484/**200268**

XRPX Acc No: N2002-502014

Data processing apparatus for fitness triage system, determines level of risk associated with user's health problem based on user's previous and current health data, so as to inform user whether to begin nutritious program

Patent Assignee: AEROBICS & FITNESS ASSOC AMERICA (AERO-N); PFEFFER L (PFEF-I)

Inventor: PFEFFER L

Patent Family (2 patents, 1 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20020082144	A1	20020627	US 2000734284	A	20001211	200268	B
US 6620078	B2	20030916	US 2000734284	A	20001211	200362	E

Priority Applications (no., kind, date): US 2000734284 A 20001211

Patent Details					
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 20020082144	A1	EN	8	3	

Original Publication Data by AuthorityArgentina**Publication No. ...Original**

Abstracts:associated with his/her participation in exercise, and the recommended precautions based on his/her **individual health profile**. The **Fitness Triage(R)** system is accessed by the **user** directly through the Internet or licensed Intranet, or through the guidance of an intake coordinator... .. of personalized exercise and injury prevention information based on identification and analysis of user-specific **health** and fitness indicators. By providing **answers** to **questions** concerning key health risk factors, conditions, and habits, exercise information is delivered to the user... .. associated with his/her participation in exercise, and the recommended precautions based on his/her **individual health profile**. The Fitness Triage(R) system is accessed by the **user** directly **through the Internet** or licensed Intranet, or through the guidance of an intake coordinator, personal trainer, or other... Basic Derwent Week: **200268**

Dialog eLink: [Order File History](#)

25/3,K/9 (Item 9 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0011208335

WPI Acc no: 2002-147097/**200219**

Related WPI Acc No: 2006-723665; 2009-L33165

Information distribution system e.g. for cooking information over Internet, generates customized list of solutions based on selected questions, set of protocols and input personal information of user

Patent Assignee: HERDMAN R B (HERD-I)

Inventor: HERDMAN R B

Patent Family (1 patents, 1 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20020002554	A1	20020103	US 2000188932	P	20000309	200219	B
			US 2000188670	P	20000311		
			US 2001798276	A	20010302		

Priority Applications (no., kind, date): US 2000188932 P 20000309; US 2000188670 P 20000311; US 2001798276 A 20010302

Patent Details					
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 20020002554	A1	EN	9	0	Related to Provisional US 2000188932
					Related to Provisional US 2000188670

Information distribution system e.g. for cooking information over Internet, generates customized list of solutions based on selected questions, set of protocols and input personal information of user Alerting Abstract ...NOVELTY - A user information system allows a **user** to enter his/her **personal information**. A selecting system allows **user** to select multiple questions from a database to generate a set of **questions**. A filtering system generates a **customized** list of **solutions** based on selected **questions**, a set of protocols and the input user data, such that the solution list contain... ...irrelevances, and selects and prioritizes the best combination of answers to most effectively address all **interests** that are input by **customer**. Original Publication Data by AuthorityArgentina**Publication No. ...Original Abstracts:**select one or more questions from the question database to generate a set of selected **questions**. The filtering system generates a **customized** list of **solution** elements based on the selected **questions**, the set of protocols, and the user data such that the customized list of solution... ...**Claims:**select

one or more questions from the question database to generate a set of selected **questions**; and a filtering system for generating a **customized** list of **solution** elements based on the selected **questions**, the set of protocols, and the user data such that the customized list of solution... Basic Derwent Week: **200219**

Dialog eLink: [Order File History](#)

25/3,K/10 (Item 10 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0011168134 *Drawing available*

WPI Acc no: 2002-105689/**200214**

XRPX Acc No: N2002-078628

Survey network system for Internet, has questionnaire server, client and response processor connected to computer network for performing surveys across communication network

Patent Assignee: DESAI S H (DESA-I); MARKETTOOLS INC (MARK-N);

PRABHAKAR K (PRAB-I)

Inventor: DESAI S H; PRABHAKAR K

Patent Family (2 patents, 1 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20010052009	A1	20011213	US 199850331	A	19980330	200214	B
US 6618746	B2	20030909	US 199850331	A	19980330	200361	E

Priority Applications (no., kind, date): US 199850331 A 19980330

Patent Details					
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 20010052009	A1	EN	9	4	

Original Publication Data by AuthorityArgentina**Publication No. ...Claims:**processor for performing security services to authentications responses form a digital sample, a local dedicated **profile** containing **user** information and said digital sample on the user, and the **client** terminal allows the survey to access the **profile**; for receiving said survey questions and generating a **response** of a **user** to said survey questions;a response processor for receiving **the** response, the response processor including a statistical **analysis** engine operable to perform a statistical analysis of **the response**; and a reaction engine for **selecting** a reaction, including a **customized** information package or an applet, **based** on the response or on the statistical analysis, and for sending the reaction to

the user or to another individual;the questionnaire server includes a linking module **configured** to link survey **questions** based on a prior **response** so that selected survey **questions** are presented based on the prior **response** by including a link to a related survey **question** or a link to skip an unnecessary question.Basic Derwent Week: **200214**

Dialog eLink: [Order File History](#)

25/3,K/11 (Item 11 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0010398263 *Drawing available*

WPI Acc no: 2000-557970/**200051**

XRPX Acc No: N2000-412925

Interpersonal skills development apparatus for use as training tool using computer simulated person, includes logic unit which interrelate each of personality profile emulator with audio responses

Patent Assignee: OLSEN D E (OLSE-I); UNIV JOHNS HOPKINS (UYJO)

Inventor: OLSEN D E

Patent Family (23 patents, 86 countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
WO 2000031711	A1	20000602	WO 1999US27759	A	19991123	200051	B
AU 200031028	A	20000613	AU 200031028	A	19991123	200051	E
BR 199915678	A	20010814	BR 199915678	A	19991123	200154	E
			WO 1999US27759	A	19991123		
EP 1133764	A1	20010919	EP 1999965023	A	19991123	200155	E
			WO 1999US27759	A	19991123		
KR 2001080567	A	20010822	KR 2001706544	A	20010525	200213	E
CN 1328676	A	20011226	CN 1999813698	A	19991123	200227	E
ZA 200103984	A	20020327	ZA 20013984	A	20010516	200230	E
MX 2001005215	A1	20010801	MX 20015215	A	20010524	200238	E
JP 2002530724	W	20020917	WO 1999US27759	A	19991123	200276	E
			JP 2000584453	A	19991123		
AU 763774	B	20030731	AU 200031028	A	19991123	200359	E
EP 1133764	B1	20030903	EP 1999965023	A	19991123	200360	E
			WO 1999US27759	A	19991123		
DE 69911054	E	20031009	DE 69911054	A	19991123	200374	E
			EP 1999965023	A	19991123		
			WO 1999US27759	A	19991123		
US 20040018477	A1	20040129	US 1998109974	P	19981125	200413	E
			US 1999448617	A	19991123		
			US 2003353896	A	20030129		
ES 2207328	T3	20040516	EP 1999965023	A	19991123	200434	E
KR 432176	B	20040522	WO 1999US27759	A	19991123	200461	E
			KR 2001706544	A	20010525		
IN 200100522	P3	20050218	CN 2000101191	A	20000128	200546	E
			IN 2001MN522	A	20010501		
US 7048544	B2	20060523	US 1998109974	P	19981125	200635	E
			US 1999448617	A	19991123		
			US 2003353896	A	20030129		
MX 234739	B	20060308	WO 1999US27759	A	19991123	200651	E
			MX 20015215	A	20010524		
US 7198490	B1	20070403	US 1998109974	P	19981125	200726	E
			US 1999448617	A	19991123		
US 20070243517	A1	20071018	US 1998109974	P	19981125	200770	E
			US 1999448617	A	19991123		
			US 2007695101	A	20070402		
IN 200600243	P3	20070817	WO 1999US27759	A	19991123	200780	E
			IN 2001MN522	A	20010501		
			IN 2006MN243	A	20060302		
CA 2350828	C	20080729	CA 2350828	A	19991123	200853	E
			WO 1999US27759	A	19991123		

Priority Applications (no., kind, date): US 1998109974 P 19981125; US 1998109974 P 19981125; US 1999448617 A 19991123; US 2003353896 A 20030129; US 2007695101 A 20070402

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes	
WO 2000031711	A1	EN	52	8		
National Designated States,Original	AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU					
Regional Designated States,Original	AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW NL OA PT SD SE SL SZ TZ UG ZW					
AU 200031028	A	EN			Based on OPI patent	WO 2000031711
BR 199915678	A	PT			PCT Application	WO 1999US27759
					Based on OPI patent	WO 2000031711
EP 1133764	A1	EN			PCT Application	WO 1999US27759
					Based on OPI patent	WO 2000031711
Regional Designated States,Original	AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI					
ZA 200103984	A	EN	66			
JP 2002530724	W	JA	68		PCT Application	WO 1999US27759
					Based on OPI patent	WO 2000031711
AU 763774	B	EN			Previously issued patent	AU 200031028
					Based on OPI patent	WO 2000031711
EP 1133764	B1	EN			PCT Application	WO 1999US27759
					Based on OPI patent	WO 2000031711
Regional Designated States,Original	AT BE CH CY DE DK ES FI FR GB GR IE IT LI LU MC NL PT SE					
DE 69911054	E	DE			Application	EP 1999965023
					PCT Application	WO 1999US27759
					Based on OPI patent	EP 1133764
					Based on OPI patent	WO 2000031711
US 20040018477	A1	EN			Related to Provisional	US 1998109974
					Division of application	US 1999448617
ES 2207328	T3	ES			Application	EP 1999965023
					Based on OPI patent	EP 1133764
KR 432176	B	KO			PCT Application	WO 1999US27759
					Previously issued patent	KR 2001080567
					Based on OPI patent	WO 2000031711
IN 200100522	P3	EN			PCT Application	CN 2000101191
US 7048544	B2	EN			Related to Provisional	US 1998109974
					Division of application	US 1999448617
MX 234739	B	ES			PCT Application	WO 1999US27759
					Based on OPI patent	WO 2000031711
US 7198490	B1	EN			Related to Provisional	US 1998109974

Alerting Abstract ...apparatus includes several video vignettes simulating a person and several statements to be selected by **user**. The logic unit interrelates each of personality **profile** emulator with audio responses and video vignettes. Original Publication Data by AuthorityArgentina**Publication No. ...Original Abstracts:**combination with an animated video display reflecting the body language of the simulated person in **response** to **questions** asked and during and after **responses** to the **questions**. The **questions** and **responses** are pre-programmed and interrelated groups of **questions** and **responses** are maintained in **dynamic** tables which are constantly adjusted as a function of questions asked and responses generated. The... ... combination with an animated video display reflecting the body language of the simulated person in **response** to **questions** asked and during and after **responses** to the **questions**. The **questions** and **responses** are pre-programmed and interrelated groups of **questions** and **responses** are maintained in **dynamic** tables which are constantly adjusted as a function of questions asked and responses generated. The... ... combination with an animated video display reflecting the body language of the simulated person in **response** to **questions** asked and during and after **responses** to the **questions**. The **questions** and **responses** are pre-programmed and interrelated groups of **questions** and **responses** are maintained in **dynamic** tables which are constantly adjusted as a function of questions asked and responses generated. The... ... combination with an animated video display reflecting the body language of the simulated person in **response** to **questions** asked and during and after **responses** to the **questions**. The **questions** and **responses** are pre-programmed and interrelated groups of **questions** and **responses** are maintained in **dynamic** tables which are constantly adjusted as a function of questions asked and responses generated. The... ... combination with an animated video display reflecting the body language of the simulated person in **response** to **questions** asked and during and after **responses** to the **questions**. The **questions** and **responses** are pre-programmed and interrelated groups of **questions** and **responses** are maintained in **dynamic** tables which are constantly adjusted as a function of questions asked and responses generated. The... ... combination with an animated video display reflecting the body language of the simulated person in **response** to **questions** asked and during and after **responses** to the **questions**. The **questions** and **responses** are pre-programmed and interrelated groups of **questions** and **responses** are maintained in **dynamic** tables which are constantly adjusted as a function of questions asked and responses generated. The ... Basic Derwent Week: **200051**

26/3,K/1 (Item 1 from file: 350)
DIALOG(R)File 350: Derwent WPIX
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0017023895 *Drawing available*
WPI Acc no: 2007-738956/200769
XRPX Acc No: N2007-583164

Internet-based knowledgebase service website for e.g. lawyer, has frequently asked question and help page posted to end-user accessible web site, and news event ticker customized and populated with links to question and help pages

Patent Assignee: SIMON D (SIMO-I)

Inventor: SIMON D

Patent Family (1 patents, 1 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20070239760	A1	20071011	US 2006279108	A	20060409	200769	B

Priority Applications (no., kind, date): US 2006279108 A 20060409

Patent Details					
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 20070239760	A1	EN	17	14	

Original Publication Data by AuthorityArgentina**Publication No. ...Original Abstracts:**interface website for use by the end-user of the client ("user", "end-user"), comprising **customisable frequently asked questions (FAQs)**, help pages, discussion forums, downloadable documents, user created web pages, multiple word and phrase searching... **Claims:**What is claimed is:1. A **customisable** knowledgebase website comprising:**Frequently Asked Questions (FAQs)** that can be created and edited using both a standard text area and rich...

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26/3,K/2 (Item 2 from file: 350)
DIALOG(R)File 350: Derwent WPIX
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0016192732 *Drawing available*
WPI Acc no: 2006-724373/200675
XRPX Acc No: N2006-569215

Executable code storage device for frequently asked question system, creates web page listing several frequently asked questions, based on number of accesses for each question

Patent Assignee: EPSON AMERICA INC (SHIH)

Inventor: ITAGAKI P; JERCIC C M; LOGIODICE A; MORGAN J S; UTTER B; ZUCKER M

Patent Family (1 patents, 1 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20060206818	A1	20060914	US 200576596	A	20050310	200675	B

Priority Applications (no., kind, date): US 200576596 A 20050310

Patent Details					
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 20060206818	A1	EN	19	12	

Original Titles:Dynamic frequently asked question system Alerting Abstract

...ADVANTAGE - The **frequently asked questions (FAQs)** are organized efficiently and **dynamically** with listing ...

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26/3,K/3 (Item 3 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0015607138 *Drawing available*

WPI Acc no: 2006-171310/200618

Related WPI Acc No: 2004-155880; 2004-498440; 2004-533118; 2006-134507; 2006-171430

XRPX Acc No: N2006-147793

Dynamic database e.g. relational database, accessing method, involves receiving electronic message with information directed to channel representing multiple anonymous users, and querying database based on information

Patent Assignee: INT BUSINESS MACHINES CORP (IBMC)

Inventor: GOODMAN B D; LAGARDE K C; MEULEN M V D; STEWART E P; WU J

Patent Family (1 patents, 1 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20060031295	A1	20060209	US 2002207685	A	20020726	200618	B
			US 2005245577	A	20051007		

Priority Applications (no., kind, date): US 2002207685 A 20020726; US 2005245577 A 20051007

Patent Details							
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes		
US 20060031295	A1	EN	36	26	Division of application	US 2002207685	

Original Publication Data by AuthorityArgentina**Publication No. Original Abstracts:**A message received from a user causes a query of a **dynamic** database such as a **FAQ** or Relational Database, **the** results of the query are returned to the user. Furthermore the received message is published...

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26/3,K/4 (Item 4 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0015247352 *Drawing available*

WPI Acc no: 2005-597435/200561

Frequently asked question page providing method for use in bank, involves receiving request from user to access frequently asked questions page, and selecting and displaying set of questions to user based on account data

Patent Assignee: FIRST DATA CORP (FIDA)

Inventor: STAGGS R

Patent Family (2 patents, 106 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20050187929	A1	20050825	US 2004783715	A	20040219	200561	B
WO 2005079529	A2	20050901	WO 2005US5450	A	20050218	200561	E

Priority Applications (no., kind, date): US 2004783715 A 20040219

Patent Details					
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 20050187929	A1	EN	11	7	
WO 2005079529	A2	EN			
National Designated States,Original	AE AG AL AM AT AU AZ BA BB BG BR BW BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EC EE EG ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NA NI NO NZ OM PG PH PL PT RO RU SC SD SE SG SK SL SY TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW				
Regional Designated States,Original	AT BE BG BW CH CY CZ DE DK EA EE ES FI FR GB GH GM GR HU IE IS IT KE LS LT LU MC MW MZ NA NL OA PL PT RO SD SE SI SK SL SZ TR TZ UG ZM ZW				

Original Titles:Methods and systems for providing **personalized frequently asked questions**METHODS AND SYSTEMS FOR PROVIDING **PERSONALIZED FREQUENTLY ASKED QUESTIONS** Alerting Abstract ...questions are selected and displayed to the user based on the account data, thus displaying **personalized frequently asked questions** for services or products to only those users who qualify for the services or products... ..DESCRIPTION OF DRAWINGS - The drawing shows a flow diagram of a method for providing **personalized frequently asked question** to a user.

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26/3,K/5 (Item 5 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0009114859 *Drawing available*

WPI Acc no: 1999-034577/199903

XRPX Acc No: N1999-025920

Navigational interface system for frequently asked question documents - uses specific link between frequently asked questions, and organisation, on-line documents and information stored outside organisation

Patent Assignee: WISDOMWARE INC (WISD-N)

Inventor: SCHMONSEES R J

Patent Family (1 patents, 1 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 5842221	A	19981124	US 1997802634	A	19970219	199903	B

Priority Applications (no., kind, date): US 1997802634 A 19970219

Patent Details					
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
US 5842221	A	EN	13	8	

Original Titles:Dynamic frequently asked questions (FAQ) system.

34/3,K/1 (Item 1 from file: 350)
DIALOG(R)File 350: Derwent WPIX
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0014278848 *Drawing available*
WPI Acc no: 2004-465357/**200444**

Device and method for arranging information deal among multiple persons

Patent Assignee: BOO K Y (BOOK-I); KIM J (KIMJ-I)

Inventor: BOO K Y; KIM J

Patent Family (1 patents, 1 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
KR 2004018004	A	20040302	KR 200250285	A	20020824	200444	B

Priority Applications (no., kind, date): KR 200250285 A 20020824

Patent Details					
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
KR 2004018004	A	KO	1	10	

Alerting Abstract ...the buyer. An evaluating module(113) receives an buyer's opinion evaluating the seller's **answer** replied to the buyer's **question** from the buyer and makes it into the objective data. A searching module(114) makes... ..a buyer database(132), a purchase information database(133), a question database(135), a deposit **account**(134), the **profiles**(1311), and an index(1351). **Class Codes** International Patent Classification IPC Class Level Scope Position Status Version Date **G06F-017/60** Main

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34/3,K/2 (Item 2 from file: 350)
DIALOG(R)File 350: Derwent WPIX
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0013502350
WPI Acc no: 2003-594884/**200356**

System and method for financial service permitting withdrawal when members are agreed

Patent Assignee: MIN B H (MINB-I)

Inventor: MIN B H; PARK M S; BYUNG HYUN M; PARK M

Patent Family (2 patents, 1 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
KR 2003028695	A	20030410	KR 200187663	A	20011229	200356	B
KR 864995	B1	20081023	KR 200187663	A	20011229	200912	E

Priority Applications (no., kind, date): KR 200187663 A 20011229

Patent Details					
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
KR 2003028695	A	KO	1	10	
KR 864995	B1	KO			Previously issued patent KR 2003028695

Alerting Abstract DESCRIPTION - A database stores the **account information** set as the account necessary for the agreement of all members for the withdrawal and... **Class Codes** International Patent Classification IPC Class Level Scope Position Status Version Date **G06F-017/60** Main Original Publication Data by AuthorityArgentina**Publication No. ...Original Abstracts:**notice function through the communications device about the terminal of each members in case the **account information** in which the synonymity of the members is needed and which is set up and... **...Claims:**the member information indicates through the communications device in case the communications device performing the **account information**, in which the synonymity of member is needed and which is set up in withdrawal... **...question of assent message** about the fetch request from the terminal of each member each **account member information** is stored and the account in which withdrawal is requested need the synonymity of member... **...or 3,** wherein the communications device performs the receive function through the ARS (ARS:Automatic **Response** System) which receives the **question** of assent of each member while guiding through the voice about which is withdrawal requested... **... Basic Derwent Week: 200356...**

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34/3,K/3 (Item 3 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0012824614 *Drawing available*

WPI Acc no: 2002-682318/**200273**

Related WPI Acc No: 2002-433530

XRPX Acc No: N2002-538714

Internet based legal services conducting system has database with information relating to status of legal service matters for which clients have engaged legal service

provider

Patent Assignee: GARBER M E (GARB-I); MELTZER R C (MELT-I); AMERICAN SERVICES NETWORK PC (AMSE-N)

Inventor: GARBER M E; MELTZER R C

Patent Family (2 patents, 1 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20020111943	A1	20020815	US 1999225059	A	19990104	200273	B
			US 200278165	A	20020219		
US 7558782	B2	20090707	US 1999225059	A	19990104	200945	E
			US 200278165	A	20020219		

Priority Applications (no., kind, date): US 1999225059 A 19990104; US 200278165 A 20020219

Patent Details						
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes	
US 20020111943	A1	EN	102	7	Continuation of application	US 1999225059
					Continuation of patent	US 6366925
US 7558782	B2	EN			Continuation of application	US 1999225059
					Continuation of patent	US 6366925

Class Codes International Patent Classification IPC Class Level Scope Position Status
Version Date **G06F-0007/00...** **G06F-0007/00...** Original Publication Data by
Authority Argentina **Publication No. ...** **Claims:** via a network, wherein, (i) the server has a user account database with separate user **account information** for each of a plurality of users at the client, (ii) a user of the plurality of users engages a legal service provider via the client, (iii) user **account information** for said user comprises information about one or more legal service matters for which the... matters being matters of a type for which one engages an attorney, (iv) the user **account information** for each respective user comprising information relating exclusively to the respective user and not other users, (v) the user **account information** for each respective user being accessible by the respective user and not by other users... form question to said engaged legal service provider, said engaged legal service provider provides a **response** to said user's free-form **question** by posting a **response** as an entry relating to the user in said user **account information** for said user in the user account database and being viewable by the user and... the client and via which said user views said engaged legal service provider's posted **response** to said user's free-form **question** in the user **account information** for said user in the user account database, the response being viewable by the user... Basic Derwent Week:

200273

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34/3,K/4 (Item 4 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0012313722 *Drawing available*

WPI Acc no: 2002-255230/**200230**

XRPX Acc No: N2002-197299

Public-access e-commerce service provision portal in Internet, connects portal computer to e-commerce intranet providing free service to user

Patent Assignee: DE FABREGA I P (DFAB-I); FABREGA M (FABR-I); PERSCHKY DE FABREGA I M (DFAB-I)

Inventor: DE FABREGA I P; PERSCHKY DE FABREGA I M

Patent Family (3 patents, 94 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
US 20010054019	A1	20011220	US 2000219827	P	20000721	200230	B
			US 2001754021	A	20010103		
WO 2002054314	A1	20020711	WO 2001US19134	A	20010615	200255	E
AU 2001268434	A1	20020716	AU 2001268434	A	20010615	200427	E

Priority Applications (no., kind, date): PA 200084971 A 20000616; US 2001754021 A 20010103

Patent Details						
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes	
US 20010054019	A1	EN	17	4	Related to Provisional	US 2000219827
WO 2002054314	A1	EN				
National Designated States,Original	AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW					
Regional Designated States,Original	AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW					
AU 2001268434	A1	EN			Based on OPI patent	WO 2002054314

Class Codes International Patent Classification IPC Class Level Scope Position Status
Version Date **G06F-017/60** Main Original Publication Data by
Authority Argentina **Publication No. ...Original Abstracts:**public service information
and receive clickstream data correlated with the user's intranet ID and **answers** to the
original **demographic questions** answered by the **user**. ...**Claims:**portal comprising: a
computer including a display screen, a card reader adapted to read financial **account
information** from a card, an **input device** adapted to provide alphanumeric and screen-
coordinate selected by the user, a drive unit adapted... ... log-on ID for a new user after
receiving answers manually input to the computer **by** the new user in **response** to
predetermined demographic **questions**, and **programmed** to test the **validity** of financial
account information, PIN number and log-on ID entries made by users; a video camera
connected to the computer, said computer being programmed... Basic Derwent Week:
200230

Dialog eLink: [Order File History](#)

34/3,K/5 (Item 5 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0011225433 *Drawing available*

WPI Acc no: 2002-164726/**200221**

Related WPI Acc No: 2002-509176; 2002-528214; 2003-016297; 2003-075353; 2003-147790; 2003-147794; 2003-417980; 2003-569305; 2003-709462; 2003-720524; 2003-830847; 2006-181922; 2008-N98758

Computer-implementable method for providing a person-to-person payment service through computer server of computer network by finding whether e-mail address of second individual is present in database of e-mail addresses

Patent Assignee: ABRAHAM S F (ABRA-I); BAIG A A (BAIG-I); COWELL J E (COWE-I); DUNKER A M (DUNK-I); GOLUB M F (GOLU-I); KARAS P M (KARA-I); MACFARLANE J M (MACF-I) ; MILBERGER S M (MILB-I); NEOFYTIDES C L (NEOF-I); PLATTE E L (PLAT-I); SHERRARD J D (SHER-I); WESTERN UNION CO (WUNN-N); WESTERN UNION FINANCIAL SERVICES INC (WUNF-N); YODER J R (YODE-I); FIRST DATA CORP (FIDA)

Inventor: ABRAHAM S F; BAIG A A; COWELL J E; DUNKER A M; GOLUB M F; KARAS P M; MACFARLANE J M; MILBERGER S M; NEOFYTIDES C L; PLATTE E L; SHERRARD J D; YODER J R

Patent Family (21 patents, 95 countries)

Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
WO 2002005195	A1	20020117	WO 2001US22179	A	20010711	200221	B
AU 200176914	A	20020121	AU 200176914	A	20010711	200234	E
US 20020138363	A1	20020926	US 2000256127	P	20001215	200265	E
			US 2000737912	A	20001215		
			US 200110068	A	20011206		
EP 1312012	A1	20030521	EP 2001954687	A	20010711	200334	E
			WO 2001US22179	A	20010711		
US 20040059672	A1	20040325	WO 2001US22179	A	20010711	200422	E
			US 2003332724	A	20030912		
US 20070061257	A1	20070315	US 2000613615	A	20000711	200722	E
			US 2006536788	A	20060929		
US 20070061258	A1	20070315	US 2000613615	A	20000711	200722	E
			US 2006536803	A	20060929		
US 7266533	B2	20070904	US 2000256127	P	20001215	200758	E
			US 2000737912	A	20001215		
			US 200110068	A	20011206		
US 20080021793	A1	20080124	US 2000256127	P	20001215	200810	E
			US 2000737912	A	20001215		
			US 200110068	A	20011206		
			US 2007832085	A	20070801		
US 20080097905	A1	20080424	US 2000613615	A	20000711	200830	E
			US 2007928315	A	20071030		
US 7376587	B1	20080520	US 2000613615	A	20000711	200834	E
US 20090024523	A1	20090122	US 2000613615	A	20000711	200918	E
			US 2000256127	P	20001215		
			WO 2001US22179	A	20010711		
			US 2003332724	A	20030912		
			US 2008241364	A	20080930		
US 20090024529	A1	20090122	US 2000613615	A	20000711	200918	E
			US 2000256127	P	20001215		
			WO 2001US22179	A	20010711		
			US 2003332724	A	20030912		
			US 2008241453	A	20080930		
US 20090048967	A1	20090219	US 2000613615	A	20000711	200920	E
			US 2000256127	P	20001215		
			WO 2001US22179	A	20010711		
			US 2003332724	A	20030912		
			US 2008241500	A	20080930		
US 20090048974	A1	20090219	US 2000613615	A	20000711	200920	E
			US 2000256127	P	20001215		
			WO 2001US22179	A	20010711		

Priority Applications (no., kind, date): US 2000613615 A 20000711; US 2000256127 P 20001215; US 2000737912 A 20001215; WO 2001US22179 A 20010711; US 200110068 A 20011206; US 2003332724 A 20030912; US 2006536788 A 20060929; US 2006536803 A 20060929; US 2007832085 A 20070801; US 2007928315 A 20071030; US 2008241384 A 20080930; US 2008241408 A 20080930; US 2008241423 A 20080930; US 2008241453 A 20080930; US 2008241476 A 20080930; US 2008241500 A 20080930

Patent Details

Patent Number	Kind	Lan	Pgs	Draw	Filing Notes	
WO 2002005195	A1	EN	50	10		
National Designated States,Original	AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW					
Regional Designated States,Original	AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW					
AU 200176914	A	EN			Based on OPI patent	WO 2002005195
US 20020138363	A1	EN			Related to Provisional	US 2000256127
					C-I-P of application	US 2000737912
EP 1312012	A1	EN			PCT Application	WO 2001US22179
					Based on OPI patent	WO 2002005195
Regional Designated States,Original	AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI TR					
US 20040059672	A1	EN			PCT Application	WO 2001US22179
US 20070061257	A1	EN			Division of application	US 2000613615
US 20070061258	A1	EN			Division of application	US 2000613615
US 7266533	B2	EN			Related to Provisional	US 2000256127
					C-I-P of application	US 2000737912
US 20080021793	A1	EN			Related to Provisional	US 2000256127
					C-I-P of application	US 2000737912
					Continuation of application	US 200110068
					Continuation of patent	US 7266533
US 20080097905	A1	EN			Continuation of application	US 2000613615
US 20090024523	A1	EN			C-I-P of application	US 2000613615
					Related to Provisional	US 2000256127
					Division of application	WO 2001US22179
					Division of application	US 2003332724
					C-I-P of patent	US 7376587
US 20090024529	A1	EN			C-I-P of application	US 2000613615
					Related to Provisional	US 2000256127
					Division of application	WO 2001US22179
					Division of application	US 2003332724
					C-I-P of patent	US 7376587

Class Codes International Patent Classification IPC Class Level Scope Position Status
 Version Date **G06F-0015/16...** ...**G06F-0017/30...** ...**G06F-0017/40...** ...**G06F-0019/00**
G06F-0015/16... ...**G06F-0017/30...** ...**G06F-0017/40...** ...**G06F-0019/00** Original
 Publication Data by Authority Argentina **Publication No.** ...**Claims:** system, the database
 comprising a plurality of records that include an email address and other **account**
information; maintaining at the payment enabler system an address book database for
 storing address book records... .. information; and in response to receiving the
 predetermined expected information from the registering user in **response** to the
question corresponding to the first party's security information, completing the payment
 from the first party... .. system, the database comprising a plurality of records that
 include an email address and other **account information**; maintaining at the payment
 enabler system an address book database for storing address book records... registered
 users database comprising a plurality of records that include an email address and other
account information including a default payment method and a default money receiving
 method; maintaining at the payment... .. system, the database comprising a plurality of
 records that include an email address and other **account information**; maintaining at the
 payment enabler system an address book database for storing address book records...
 registered users database comprising a plurality of records that include an email address
 and other **account information** including a default payment method and a default money
 receiving method; maintaining, on a memory... Basic Derwent Week: **200221**

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34/3,K/6 (Item 6 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0009825676 *Drawing available*

WPI Acc no: 2000-116870/**200010**

Related WPI Acc No: 1988-155056; 1990-007167; 1990-184880; 1991-237622; 1991-324731; 1992-249609; 1993-235345; 1994-048316; 1994-294652; 1998-051302; 1998-331893; 1999-428627; 2003-391831

XRPX Acc No: N2000-088486

Game conducting system for players at remote location

Patent Assignee: RESPONSE REWARD SYSTEMS LC (RESP-N); VON KOHORN H (VKOH-I)

Inventor: VON KOHORN H

Patent Family (6 patents, 82 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
WO 1999066707	A2	19991223	WO 1999US10850	A	19990517	200010	B
AU 199940822	A	20000105	AU 199940822	A	19990517	200024	E
US 20010003099	A1	20010607	US 1986837827	A	19860310	200133	E
			US 1988192355	A	19880510		
			US 1989424089	A	19891019		
			US 1990603882	A	19901025		
			US 1991763672	A	19910919		
			US 199325397	A	19930225		
			US 1994226073	A	19940411		
			US 199888148	A	19980601		
GB 2363583	A	20020102	WO 1999US10850	A	19990517	200203	E
			GB 200028584	A	20001123		
US 6443840	B1	20020903	US 1986837827	A	19860310	200260	E
			US 1988192355	A	19880510		
			US 1989424089	A	19891019		
			US 1990603882	A	19901025		
			US 1991763672	A	19910919		
			US 199325397	A	19930225		
			US 1994226073	A	19940411		
			US 199888148	A	19980601		
GB 2363583	B	20031001	WO 1999US10850	A	19990517	200367	E
			GB 200028584	A	20001123		

Priority Applications (no., kind, date): US 1986837827 A 19860310; US 1988192355 A 19880510; US 1989424089 A 19891019; US 1990603882 A 19901025; US 1991763672 A 19910919; US 199325397 A 19930225; US 1994226073 A 19940411; US 199888148 A 19980601

Patent Details						
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes	
WO 1999066707	A2	EN	549	47		
National Designated States,Original	AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW					
Regional Designated States,Original	AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW NL OA PT SD SE SL SZ UG ZW					
AU 199940822	A	EN			Based on OPI patent	WO 1999066707
US 20010003099	A1	EN			C-I-P of application	US 1986837827
					C-I-P of application	US 1988192355
					C-I-P of application	US 1989424089
					C-I-P of application	US 1990603882
					C-I-P of application	US 1991763672
					C-I-P of application	US 199325397
					C-I-P of application	US 1994226073
					C-I-P of patent	US 4745468
					C-I-P of patent	US 4926255
					C-I-P of patent	US 5034807
					C-I-P of patent	US 5057915
					C-I-P of patent	US 5283734
					C-I-P of patent	US 5508731
					C-I-P of patent	US 5759101
GB 2363583	A	EN			PCT Application	WO 1999US10850
					Based on OPI patent	WO 1999066707
US 6443840	B1	EN			C-I-P of application	US 1986837827
					C-I-P of application	US 1988192355
					C-I-P of application	US 1989424089
					C-I-P of application	US 1990603882
					C-I-P of application	US 1991763672
					C-I-P of application	US 199325397
					C-I-P of application	US 1994226073
					C-I-P of patent	US 4745468
					C-I-P of patent	US 4926255
					C-I-P of patent	US 5034807
					C-I-P of patent	US 5057915
					C-I-P of patent	US 5283734
					C-I-P of patent	US 5508731
					C-I-P of patent	US 5759101
GB 2363583	B	EN			PCT Application	WO 1999US10850
					Based on OPI patent	WO 1999066707

Class Codes International Patent Classification IPC Class Level Scope Position Status
Version Date **G06F-017/60** Original Publication Data by
Authority Argentina **Publication No. ...****Claims:**at least partially conducted by telephone,
and for rewarding players who have entered an acceptable **answer** to a **question**, the
system comprising:a recording **medium** playback facility **at** a central facility;recording
media intended to be played back by said playback facility, the... ... at least one question
which is either a single-part question or a multiple-part **question and** signals defining at
least one acceptable **answer** to a **question**, an **acceptable answer** carrying a prize having
monetary value;**telephonic** communications means **including** a telephone **facility**
between said playback facility and players' locations including means operable by a
player wishing to... ... locations;caller identification means at said telephone
facility;means at players' locations for entering an **answer** to a **question** in players'
telephones;an **answer** evaluation facility connected to players' telephones and to said
playback facility having **means** for receiving **entered answers** from players' locations
and for **receiving** acceptable **answers** from said playback facility, said evaluation facility
having means for comparing an entered answer to... ... the respondents;providing a
central account facility having means for electronically debiting and crediting an **account**
of a participant;providing means for recording wagering information, the wagering
information including a wagered... ... relative to an outcome of the event, the means for
recording including tamper-resisting means **for** storing wagering **information** entered by
the participant;providing means for comparing the predictive data in the wagering
information... Basic Derwent Week: **200010**

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34/3,K/7 (Item 7 from file: 350)
DIALOG(R)File 350: Derwent WPIX
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0009479670 *Drawing available*
WPI Acc no: 1999-421159/**199936**
XRPX Acc No: N1999-314659
Data processing controller for processing electronic documents
Patent Assignee: CANON RES CENT FRANCE SA (CANO)
Inventor: AMARGER S; DELUMEAU F

Patent Family (2 patents, 26 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
EP 926587	A1	19990630	EP 1998403284	A	19981223	199936	B
US 7084992	B1	20060801	US 1998220063	A	19981223	200650	E

Priority Applications (no., kind, date): FR 199716319 A 19971223; FR 1998896 A 19980128

Patent Details					
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
EP 926587	A1	EN	33	11	
Regional Designated States,Original	AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI				

Alerting Abstract ...with a pilot configuration including selection of the input-output for the processing. It transmits **questions** to the user and has a memory for **responses**, and checks availability of the input-output to transmit processing unavailability information. The document for... **Class Codes** International Patent Classification IPC Class Level Scope Position Status Version Date **G06F-0003/12...** ...**G06F-0003/12** **G06F-0003/12...** ...**G06F-0003/12** Original Publication Data by AuthorityArgentina**Publication No.** ...**Original Abstracts:**data, and - a configuration determination means adapted, without modifying the said data, to take into **account** the semantics of the said processing of the said data in order to determine the... ...**Claims:**configuration determination means (800, 804, 805) adapted, without modifying the said data, to take into **account** the semantics of the said processing of the said data in order to determine the... Basic Derwent Week: **199936**

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 34/3,K/8 (Item 8 from file: 350)
 DIALOG(R)File 350: Derwent WPIX
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0009333786 *Drawing available*
 WPI Acc no: 1999-266057/**199923**
 XRPX Acc No: N1999-198368
Expert system for e.g. help desk applications - generates output information of e.g. troubleshooting solutions, takes into account contents of files, and also relationship between files, i.e. structure defining how information in files belongs together
 Patent Assignee: HEWLETT-PACKARD CO (HEWP); HEWLETT-PACKARD DEV CO LP (HEWP)
 Inventor: KRUG A

Patent Family (4 patents, 25 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
EP 915422	A1	19990512	EP 1998120783	A	19981102	199923	B
EP 915422	B1	20060301	EP 1998120783	A	19981102	200617	E
DE 69833596	E	20060427	DE 69833596	A	19981102	200629	E
			EP 1998120783	A	19981102		
DE 69833596	T2	20060824	DE 69833596	A	19981102	200656	E
			EP 1998120783	A	19981102		

Priority Applications (no., kind, date): EP 1997119432 A 19971106; EP 1998120783 A 19981102

19981102						
Patent Details						
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes	
EP 915422	A1	EN	18	8		
Regional Designated States,Original	AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI					
EP 915422	B1	EN				
Regional Designated States,Original	DE FR GB					
DE 69833596	E	DE			Application	EP 1998120783
					Based on OPI patent	EP 915422
DE 69833596	T2	DE			Application	EP 1998120783
					Based on OPI patent	EP 915422

...generates output information of e.g. troubleshooting solutions, takes into account contents of files, and also relationship between files, i.e. structure defining how information in files... Alerting Abstract ...NOVELTY - The expert system includes a knowledge database structure and files representing information about troubleshooting questions and possible answers. For the generation of its output information, e.g., troubleshooting suggestions and solutions, the expert system does not only take into account the contents of the files, but also the relationship between the files, i.e. the structure defining... ...g. help desk or call centre environment provide output information, such as troubleshooting suggestions, in response to search queries and answers given by user on questions generated by expert systemto search queries. Search result presentation gives user ability to check machine evaluation process. Fast

questions/answer guidance to **solution** or required information. Easy knowledge creation, maintenance, and transfer process. Structured automatic knowledge capturing. Knowledge... **Class Codes** International Patent Classification IPC Class Level Scope Position Status Version Date **G06F-0011/22...** ...**G06F-0011/22...** ...**G06F-0011/25...** ...**G06F-0009/44...** ...**G06F-0009/44** **G06F-0011/22...** ...**G06F-0011/25...** ...**G06F-0009/44** Original Publication Data by AuthorityArgentina**Publication No. ...Original Abstracts:**system, for example for help desk applications, provides output information, such as troubleshooting suggestions, in **response** to search queries and **answers** given by a user on **questions** generated by the expert system. The expert system comprises a knowledge database structure and files representing information about troubleshooting **questions** and possible **answers**. For the generation of its output information, e.g., troubleshooting suggestions and solutions, the expert system does not only take into **account** the **contents** of said files, but also the relationship between the files, i.e. the structure defining... ...**Claims:**search result evaluation method, wherein the method provides output information, such as troubleshooting suggestions, in **response** to search queries and **answers** given by a user on **questions** generated by the expert system, comprising a knowledge database structure and files representing information about troubleshooting **questions** and possible **answers**, characterized in that for the generation of said output information, not only the contents of... ... a knowledge base, at least part of which is structured as a decision graph, wherein **questions** correspond to nodes and **answers** to edges of the decision graph, and wherein a result to a user query is a path in the decision graph, i.e. a sequence of **questions** and **answers**, **characterised in that:**the expert system is adapted to automatically obtain at least one path, i.e. to automatically **answer questions**, which path fits best to the user query, wherein obtaining the path is based on... ... the user query and wherein the expert system is adapted to present the automatically obtained **questions** and **answers** to the user... ... Basic Derwent Week: **199923...**

Dialog eLink: Order File History
 34/3,K/10 (Item 10 from file: 350)
 DIALOG(R)File 350: Derwent WPIX
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0005013444 *Drawing available*
 WPI Acc no: 1989-311360/**198943**
 Related WPI Acc No: 1993-236518
Portable electronic device to be used in conjunction with screen - uses optical communication to allow data transmitted onto screen to be read into memory and user responses to be recorded
 Patent Assignee: AUDEBERT Y (AUDE-I); TELECASH (TELE-N)
 Inventor: ACHILLE D; AUDEBERT Y; DELAHAYE A; TANI H; YVES A

Patent Family (9 patents, 16 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
EP 338936	A	19891025	EP 1989401130	A	19890421	198943	B
FR 2630561	A	19891027	FR 19885306	A	19880421	198950	E
US 4910775	A	19900320	US 1988217254	A	19880711	199017	E
CA 1300757	C	19920512	CA 569079	A	19880609	199225	E
			CA 569079	A	19890913		
US 5136644	A	19920804	US 1988217254	A	19880711	199234	E
			US 1989409380	A	19890919		
EP 338936	B1	19931222	EP 1989401130	A	19890421	199351	E
DE 68911573	E	19940203	DE 68911573	A	19890421	199406	E
			EP 1989401130	A	19890421		
ES 2049830	T3	19940501	EP 1989401130	A	19890421	199421	E
SG 52263	A1	19980928	SG 19961585	A	19890421	199903	E

Priority Applications (no., kind, date): FR 19885306 A 19880421

Patent Details						
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes	
EP 338936	A	FR	17	13		
Regional Designated States,Original	AT BE CH DE ES FR GB GR IT LI LU NL SE					
CA 1300757	C	FR			Supplementary Disclosure	CA 569079
US 5136644	A	EN	14	13	C-I-P of application	US 1988217254
					C-I-P of patent	US 4910775
EP 338936	B1	FR	20	13		
Regional Designated States,Original	AT BE CH DE ES FR GB GR IT LI LU NL SE					
DE 68911573	E	DE			Application	EP 1989401130
					Based on OPI patent	EP 338936
ES 2049830	T3	ES			Application	EP 1989401130
					Based on OPI patent	EP 338936
SG 52263	A1	EN				

Alerting Abstract ...This allows the user to introduce, through the keyboard, their

responses to questions posed on the screen during the progress of the programme. A coded response allows the... **Equivalent Alerting Abstract** ...least one of the optical reception devices and the keyboard and to display results taking **account** of the **data**, possibly in combination. Processors apply self-adaptability to a screen. The processors have a capacitor... ...televised program which is unfolding according to a predetermined chronology by entering at the keyboard **responses to questions** posed on the screen during the unfolding of the program... **Technology Focus Class Codes** International Patent Classification IPC Class Level Scope Position Status Version Date **G06F-015/44**
 Main ...**G06F-0001/00**... ...**G06F-0015/02**... ...**G06F-0019/00**... ...**G06F-0021/00**
 ...**G06F-0001/00**... ...**G06F-0015/02**... ...**G06F-0019/00**... ...**G06F-0021/00** Original Publication Data by Authority Argentina **Publication No. ...Original Abstracts:**a televised programme progressing according to a specified timetable by inserting, via the keyboard, his **responses to questions** posed on the screen whilst the programme progresses. Application to televised games... ... optical reception devices (R) and/or from the keyboard (8), and to display results taking **account** of the **data**, possibly combined...
 ... televised program which is unfolding according to a predetermined chronology by entering at the keyboard **responses to questions** posed on the screen during the unfolding of the program. Its application is to televised... ...**Claims:**This allows the user to introduce, through the keyboard, their **responses to questions** posed on the screen during the progress of the programme. A coded response allows the... ... said downloaded scenario, data entered at the keyboard by the user of the device in **response** to at least one displayed **question** or query outputted within the framework of the development of said program, and - processing the... Basic Derwent Week: **198943**

Dialog eLink: [Order File History](#)

34/3,K/11 (Item 11 from file: 350)

DIALOG(R)File 350: Derwent WPIX

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0002676106

WPI Acc no: 1983-706638/**198328**

Personal identification system for use with credit cards - has series of questions and answers together with account data and personal identification number

Patent Assignee: OMRON TATEISI ELECTRONICS CO (OMRO)

Inventor: ENDO K

Patent Family (5 patents, 3 countries)							
Patent Number	Kind	Date	Application Number	Kind	Date	Update	Type
DE 3247846	A	19830707	DE 3247846	A	19821223	198328	B
GB 2112190	A	19830713				198328	E
US 4528442	A	19850709	US 1984614387	A	19840525	198530	E
GB 2112190	B	19851218				198551	E
DE 3247846	C	19890810	DE 3247846	A	19821223	198932	E

Priority Applications (no., kind, date): JP 1981215535 A 19811223; JP 1981215536 A 19811223; JP 198216050 A 19820202

Patent Details					
Patent Number	Kind	Lan	Pgs	Draw	Filing Notes
DE 3247846	A	DE	47	16	
DE 3247846	C	DE		16	

...has series of questions and answers together with account data and personal identification number Alerting Abstract ...identification system for use with a bank credit card is based upon a series of **questions** that require a specific **response**. The data card is inserted into a reader (7) and the contained data is transferred... ...The card data, i.e. account number, identification number and name is supplemented by three **questions** and **answers** in coded form... ...a correct response via a keyboard (4) before proceeding to the next stage. When all **questions** and correct **responses** have been made the cash dispenser (5) may be activated. **Equivalent Alerting Abstract** ...identification system for use with a bank credit card is based upon a series of **questions** that require a specific **response**. The data card is inserted into a reader (7) and the contained data is transferred... ...The card data, i.e. account number, identification number and name is supplemented by three **questions** and **answers** in coded form... ...a correct response via a keyboard (4) before proceeding to the next stage. When all **questions** and correct **responses** have been made the cash dispenser (5) may be activated... ...The system comprises a card information store unit for writing **questions** and **answers** in a card itself or a card information store file separately provided during card input... ...of questions written in the card information store unit and an input device enters the **answers** to a **question** displayed... ...A controller is capable of comparing an **answer** entered for the **question** displayed to an **answer** stored in the information store unit. The use of the card is made effective upon... ...ADVANTAGE - Preserves secrecy by using combination of certain **questions** and **answers** as information connecting card to original user. Prevents fraudulent use of card. (22pp)i **Technology Focus Class Codes** International Patent Classification IPC Class Level Scope Position Status Version Date **G06F-015/30** Main Original Publication Data by AuthorityArgentina**Publication No.** ...**Original Abstracts:**A personal identification system capable of using the information of a combination of certain **questions** and **answers** to **said questions** as **the** information to

connect a card to its original owner, capable of displaying said questions at **the** time of card input and letting a card user enter **answers** to **said questions** displayed, **and** capable of making the use of said card effective upon coincidence between said answers entered...
...**Claims:**control means so arranged that when a card has been inserted in the reader, stored **questions** are retrieved and displayed one after another, and **answers entered** from the keyboard are compared with stored **answers to** determine whether a transaction should proceed, the **questions being** multiple choice **questions** of a nature personal to **the** cardholder, such that **he** will readily recall the **answers**.Basic Derwent Week: **198328**

19/3K/1 (Item 1 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT
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01273897

**METHODS AND SYSTEMS FOR PROVIDING PERSONALIZED
FREQUENTLY ASKED QUESTIONS**
PROCEDES ET SYSTEMES PERMETTANT DE FOURNIR DES FOIRES AUX
QUESTIONS PERSONNALISEES

Patent Applicant/Patent Assignee:

- **FIRST DATA CORPORATION**
12500 East Belford Avenue, Englewood, CO 80112-5939; US; US (Residence);
US (Nationality); (For all designated states except: US)

Patent Applicant/Inventor:

- **STAGGS Robert**
846 Bush #28, San Francisco, CA 94108; US; US (Residence); US (Nationality)

Legal Representative:

- **GIBBY Darin J et al (agent)**
Townsend and Townsend and Crew LLP, Two Embarcadero Center, Eighth
Floor, San Francisco, CA 94111-3834; US

	Country	Number	Kind	Date
Patent	WO	200579529	A2-A3	20050901
Application	WO	2005US5450		20050218
Priorities	US	2004783715		20040219

Designated States: (All protection types applied unless otherwise stated - for applications 2004+)

AE; AG; AL; AM; AT; AU; AZ; BA; BB; BG;
BR; BW; BY; BZ; CA; CH; CN; CO; CR; CU;
CZ; DE; DK; DM; DZ; EC; EE; EG; ES; FI;
GB; GD; GE; GH; GM; HR; HU; ID; IL; IN;
IS; JP; KE; KG; KP; KR; KZ; LC; LK; LR;
LS; LT; LU; LV; MA; MD; MG; MK; MN; MW;
MX; MZ; NA; NI; NO; NZ; OM; PG; PH; PL;
PT; RO; RU; SC; SD; SE; SG; SK; SL; SM;
SY; TJ; TM; TN; TR; TT; TZ; UA; UG; US;

UZ; VC; VN; YU; ZA; ZM; ZW;

[EP] AT; BE; BG; CH; CY; CZ; DE; DK; EE; ES;
FI; FR; GB; GR; HU; IE; IS; IT; LT; LU;
MC; NL; PL; PT; RO; SE; SI; SK; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;
ML; MR; NE; SN; TD; TG;

[AP] BW; GH; GM; KE; LS; MW; MZ; NA; SD; SL;
SZ; TZ; UG; ZM; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Language Publication Language: English

Filing Language: English

Fulltext word count: 4640

English Abstract:

...set of questions to display comprises receiving a request from a user to access a **frequently asked questions (FAQ)** page. Account data for the user is retrieved. A set of questions is selected to display to the **user based** on the **account data**.

Detailed Description:

...end of the page.

BRIEF SUMMARY

[00031 Methods and systems are disclosed for providing personalized **frequently asked questions (FAQs)** to a user. In one embodiment, the method comprises receiving a request from a user to access a **FAQ** page. Account data is retrieved for the user. A set of questions is then selected to display to the **user based** on the **account data**. The method may also include formatting a set of personalized answers to the set of... ..second set of data. The logic receives a request from a user to access a **FAQ** page. The logic retrieves from the second set of data the account data for the... ..selects a group of questions from the first set of data to display to the **user based** on the **account data** for the **user**. The system may also include a third set of data containing a plurality of answers... ..a JAVA program. Logic 130 may receive a request from a user to access a **FAQ** page. Logic 130 may then select a group of questions from the set of questions 100 to display to the **user based** on **user account data** for the **user** 120. Alternately, or in addition, logic 130 may be used to format one or more...

Claims:

II. A method comprising:

receiving a request from a user to access a **frequently asked questions (FAQ)** page; retrieving account data for the user; and selecting a set of questions to display to the **user based** on the **account data**.

2 The method of claim 1, further comprising formatting a set of personalized answers to... set of data, the logic to receive a request from a user to access a **frequently asked questions (FAQ)** page, to retrieve from the second set of data the account data for the user... select a group of questions from the first set of data to display to the **user based** on the **account data** for the **user**.

25 The system of claim 24, further comprising a third set of data containing a...

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19/3K/2 (Item 2 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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01137601

SYSTEMS AND METHODS TO FACILITATE SELLING OF PRODUCTS AND SERVICES

SYSTEMES ET PROCEDES DESTINES A FACILITER LA VENTE DE PRODUITS ET SERVICES

Patent Applicant/Patent Assignee:

- **PROFICIENT SYSTEMS INC**
2859 Paces Ferry Road, Suite 820, Atlanta, GA 30339; US; US(Residence);
US(Nationality); (For all designated states except: US)

Patent Applicant/Inventor:

- **FREISHTAT Gregg S**
5860 Winterthur Drive, Atlanta, GA 30327; US; US(Residence); US(Nationality);
(Designated only for: US)
- **KAIB Paul**
2384 C Dunwoody Crossing, Dunwoody, GA 30338; US; US(Residence);
US(Nationality); (Designated only for: US)
- **DORAN Stacey**
2625 Century Drive, Cumming, GA 30041; US; US(Residence); US(Nationality);
(Designated only for: US)

- **DERNAVICH Jeffrey S**
3321 Alden Place Drive, NE, Atlanta, GA 30319; US; US(Residence);
US(Nationality); (Designated only for: US)
- **WILSON Jackson L III**
3445 Valley Road, NW, Atlanta, GA 30305; US; US(Residence);
US(Nationality); (Designated only for: US)

Legal Representative:

- **KIRSCH Gregory J(et al)(agent)**
Needle & Rosenberg, P.C., 999 Peachtree Street, Suite 1000, Atlanta, GA 30309-3915; US

	Country	Number	Kind	Date
Patent	WO	200459805	A2-A3	20040715
Application	WO	2003US41090		20031222
Priorities	US	2002326453		20021220

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG,
BR, BY, BZ, CA, CH, CN, CO, CR, CU, CZ,
DE, DK, DM, DZ, EC, EE, EG, ES, FI, GB,
GD, GE, GH, GM, HR, HU, ID, IL, IN, IS,
JP, KE, KG, KP, KR, KZ, LC, LK, LR, LS,
LT, LU, LV, MA, MD, MG, MK, MN, MW, MX,
MZ, NI, NO, NZ, OM, PG, PH, PL, PT, RO,
RU, SC, SD, SE, SG, SK, SL, SY, TJ, TM,
TN, TR, TT, TZ, UA, UG, US, UZ, VC, VN,
YU, ZA, ZM, ZW

[EP] AT; BE; BG; CH; CY; CZ; DE; DK; EE; ES;
FI; FR; GB; GR; HU; IE; IT; LU; MC; NL;
PT; RO; SE; SI; SK; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;
ML; MR; NE; SN; TD; TG;

[AP] BW; GH; GM; KE; LS; MW; MZ; SD; SL; SZ;
TZ; UG; ZM; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Language Publication Language: English

Filing Language: English

Fulltext word count: 9098

Detailed Description:

...not sales associates and do not involve any "matching" of the right agent with the **customer based** on the agent's **profile** and skills, the **customer's** demographic and psychographic characteristics and the nature of the browsing opportunity.

FAQ services use historical "common" inquiries to generate template responses to customer questions. Some products go...

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19/3K/3 (Item 3 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT
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01053653

**METHOD AND SYSTEM FOR DELIVERING BEHAVIOR MODIFICATION
INFORMATION OVER A NETWORK**
PROCEDE ET SYSTEME ASSURANT L'OBTENTION D'INFORMATIONS
RELATIVE A LA MODIFICATION D'UN COMPORTEMENT SUR UN RESEAU

Patent Applicant/Patent Assignee:

- **QUITNET COM INC**
1 Appleton Street, 4th Floor, Boston, MA 02116; US; US(Residence);
US(Nationality)

Inventor(s):

- **COBB Nathan Knight**
68 Paul Gore St. #1, Jamaica Plain, MA 02130; US
- **BUKHIN Michael**
95a Wachusett St., Jamaica Plain MA 02139; US
- **CARTTER Christian T**
67 Pleasant St., Cambridge MA 02139; US
- **GRAHAM Amanda Louise**
145 Butler Ave., Providence, RI 02906; US
- **ROSENBLOOM David L**
39 Brimmer St., Boston, MA 02108; US

Legal Representative:

- **POIRIER David W(et al)(agent)**

Iandiorio & Teska, 260 Bear Hill Road, Waltham, MA 02451-1018; US

	Country	Number	Kind	Date
Patent	WO	200383756	A1	20031009
Application	WO	2003US9969		20030331
Priorities	US	2002368769		20020329

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG,
BR, BY, BZ, CA, CH, CN, CO, CR, CU, CZ,
DE, DK, DM, DZ, EC, EE, ES, FI, GB, GD,
GE, GH, GM, HR, HU, ID, IL, IN, IS, JP,
KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT,
LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ,
NO, NZ, OM, PH, PL, PT, RO, RU, SC, SD,
SE, SG, SK, SL, TJ, TM, TN, TR, TT, TZ,
UA, UG, UZ, VC, VN, YU, ZA, ZM, ZW

[EP] AT; BE; BG; CH; CY; CZ; DE; DK; EE; ES;
FI; FR; GB; GR; HU; IE; IT; LU; MC; NL;
PT; RO; SE; SI; SK; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;
ML; MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
UG; ZM; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Language Publication Language: English

Filing Language: English

Fulltext word count: 7832

Detailed Description:

...behavior modification, an interaction with a Medications Module, an interaction with a module relating to **frequently asked questions**, and an interaction with an online support community. The Medications Module may suggest a medication **profile** to the **user based** upon the **user** observed data and the user

supplied data. The user action may includes an interaction...

Claims:

...behavior modification, an interaction with a Medications Module, an interaction with a module relating to **frequently asked questions**, and an interaction with an online support community.

5 The method of claim 4 wherein said Medications Module suggests a medication **profile** to the **user based** upon said **user** observed data and said user supplied data.

6 The method of claim I wherein said...

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19/3K/4 (Item 4 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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00981430

SYSTEM AND METHOD FOR OPTIMIZING A PRODUCT CONFIGURATION
SYSTEME ET PROCEDE PERMETTANT D'OPTIMISER LA CONFIGURATION
D'UN PRODUIT

Patent Applicant/Patent Assignee:

- **FINALI CORPORATION**
Suite 100, 10225 Westmoor Drive, Westminister, CO 80021; US; US(Residence);
US(Nationality)

Inventor(s):

- **LUKAS Andrew V**
5078 Ellsworth Place, Boulder, CO 80303; US
- **LUKAS George**
63 Lemington Road, Brighton, MA 02135; US
- **KLENCKE David L**
1755 Sunset Boulevard, Boulder, CO 80401; US
- **NASS Clifford**
103 Peter Coutts Circle, Stanford, CA 94305-2516; US

Legal Representative:

- **WAYNE O Stacy(et al)(agent)**

Cooley Godward LLP, Attn: Patent Group, Reston Town Center, One Freedom Square, 11951 Freedom Drive, Reston, VA 20191-5601; US

	Country	Number	Kind	Date
Patent	WO	200310699	A2	20030206
Application	WO	2001US23039		20010723
Priorities	WO	2001US23039		20010723

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG,
BR, BY, BZ, CA, CH, CN, CO, CR, CU, CZ,
DE, DK, DM, DZ, EC, EE, ES, FI, GB, GD,
GE, GH, GM, HR, HU, ID, IL, IN, IS, JP,
KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT,
LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ,
NO, NZ, PL, PT, RO, RU, SD, SE, SG, SI,
SK, SL, TJ, TM, TR, TT, TZ, UA, UG, UZ,
VN, YU, ZA, ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;
ML; MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Language Publication Language: English

Filing Language: English

Fulltext word count: 18077

Detailed Description:

...option Y," that are added in step 960.

Another exemplary class of additional elements are **frequently asked questions (FAQs)**, which are selected in step 980. The particular **FAQs** selected in step 980 are chosen from **FAQ** database 452 (FIG. 4) **based** on one or more **user** characteristics found in **user**

profile 1 14. Finally, standard navigational tools, such as "accept" and "reject" are added to the...allow the user to accept, reject, or get further reasons for accepting a recommendation. The **frequently asked question** selected for the **user** are **based on user profile II** 4 elements such as usage requirements of interest to the user, domain knowledge of the user and previous consumption of **frequently asked questions**.

Table 7 - Exemplary formatted display with recommendations
You should get the 13.6 gigabyte disk...

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19/3K/5 (Item 5 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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00910742

SYSTEMS AND METHODS TO FACILITATE SELLING OF PRODUCTS AND SERVICES

SYSTEMES ET PROCEDES POUR FACILITER LA VENTE DES PRODUITS ET SERVICES

Patent Applicant/Patent Assignee:

- **PROFICIENT SYSTEMS INC**
2859 Paces Ferry Road, Suite 820, Atlanta, GA 30339; US; US(Residence);
US(Nationality)

Inventor(s):

- **FREISHTAT Gregg**
5860 Winterthur Drive, Atlanta, GA 30328; US
- **HUFFORD Steve**
3158 Marne Drive, Atlanta, GA 30305; US
- **MCFALL Dodge**
1605 Exeter Court, Marietta, GA 30068; US
- **WILSON Jackson**
3445 Valley Road, Atlanta, GA 30305; US
- **HYMAN Tonya**
60 West Belle Isle Road, Atlanta, GA 30342; US
- **RIJSINGHANI Vikas**
315 Glen Lake Drive, Atlanta, GA 30327; US

- **KAIB Paul**
2384C Dunwoody Crossing, Dunwoody, GA 30338; US

Legal Representative:

- **TURTON Michael(et al)(agent)**
Kilpatrick Stockton LLP, Suite 2800, 1100 Peachtree Street, Atlanta, GA 30309;
US

	Country	Number	Kind	Date
Patent	WO	200244864	A2	20020606
Application	WO	2001US48046		20011026
Priorities	US	2000244039		20001026
	US	2001922753		20010806

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG,
BR, BY, BZ, CA, CH, CN, CO, CR, CU, CZ,
DE, DK, DM, DZ, EC, EE, ES, FI, GB, GD,
GE, GH, GM, HR, HU, ID, IL, IN, IS, JP,
KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT,
LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ,
NO, NZ, PH, PL, PT, RO, RU, SD, SE, SG,
SI, SK, SL, TJ, TM, TR, TT, TZ, UA, UG,
UZ, VN, YU, ZA, ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;
ML; MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Language Publication Language: English

Filing Language: English

Fulltext word count: 12268

Detailed Description:

...not sales associates and do not involve any "matching" of the right agent with the **customer based** on the agent's **profile** and skills, the **customer's** demographic and psychographic characteristics and the nature of the browsing opportunity.

FAQ services use historical "common" inquiries to generate template responses to customer questions. Some products go...

Dialog eLink: Order File History

19/3K/6 (Item 6 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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00806392

TECHNOLOGY SHARING DURING ASSET MANAGEMENT AND ASSET TRACKING IN A NETWORK-BASED SUPPLY CHAIN ENVIRONMENT AND METHOD THEREOF

PARTAGE TECHNOLOGIQUE LORS DE LA GESTION ET DU SUIVI DU PARC INFORMATIQUE DANS UN ENVIRONNEMENT DU TYPE CHAINE D'APPROVISIONNEMENT RESEAUTEE, ET PROCEDE ASSOCIE

Patent Applicant/Patent Assignee:

- **ACCENTURE LLP**
1661 Page Mill Road, Palo Alto, CA 94304; US; US(Residence); US(Nationality)

Inventor(s):

- **MIKURAK Michael G**
108 Englewood Blvd., Hamilton, NJ 08610; US

Legal Representative:

- **HICKMAN Paul L (agent)**
Oppenheimer Wolff & Donnelly, LLP, 38th Floor, 2029 Century Park East, Los Angeles, CA 90067-3024; US

	Country	Number	Kind	Date
Patent	WO	200139086	A2	20010531
Application	WO	2000US32310		20001122

	Country	Number	Kind	Date
Priorities	US	99444653		19991122
	US	99447623		19991122

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR,
 BY, BZ, CA, CH, CN, CR, CU, CZ, DE, DK,
 DM, DZ, EE, ES, FI, GB, GE, GH, GM, HR,
 HU, ID, IL, IS, JP, KE, KG, KP, KR, KZ,
 LC, LK, LR, LS, LT, LU, LV, MA, MD, MG,
 MK, MN, MW, MX, MZ, NO, NZ, PL, PT, RO,
 RU, SD, SE, SG, SI, SK, SL, TJ, TM, TR,
 TT, TZ, UA, UG, UZ, VN, YU, ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
 GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;
 MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
 UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Language Publication Language: English

Filing Language: English

Fulltext word count: 156214

Detailed Description:

...provided to which users may subscribe. Content subscriptions are also available. Answers are provided to **frequently asked questions (FAQ's)** relating to the content-related web application

198

Options include monitoring a success rate of the downloading data and automatically transmitting the data that is transmitted **based** on the **user profile**. The answers to the **frequently asked questions** could include answers automatically generated from a dynamic knowledge base or a knowledge expert. Also...

Dialog eLink: [Order File History](#)

19/3K/7 (Item 7 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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00806389

**SCHEDULING AND PLANNING BEFORE AND PROACTIVE MANAGEMENT
DURING MAINTENANCE AND SERVICE IN A NETWORK-BASED SUPPLY
CHAIN ENVIRONMENT**

PROGRAMMATION ET PLANIFICATION ANTICIPEE, ET GESTION PROACTIVE
AU COURS DE LA MAINTENANCE ET DE L'ENTRETIEN D'UN
ENVIRONNEMENT DU TYPE CHAINE D'APPROVISIONNEMENT RESEAUTEE

Patent Applicant/Patent Assignee:

- **ACCENTURE LLP**
1661 Page Mill Road, Palo Alto, CA 94304; US; US(Residence); US(Nationality)

Inventor(s):

- **MIKURAK Michael G**
108 Englewood Boulevard, Hamilton, NJ 08610; US

Legal Representative:

- **HICKMAN Paul L (agent)**
Oppenheimer Wolff & Donnelly, LLP, 38th Floor, 2029 Century Park East, Los Angeles, CA 90067-3024; US

	Country	Number	Kind	Date
Patent	WO	200139082	A2	20010531
Application	WO	2000US32228		20001122
Priorities	US	99447625		19991122
	US	99444889		19991122

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AL, AM, AT, AU, AZ, BA, BB, BG, BR, BY,
CA, CH, CN, CU, CZ, DE, DK, EE, ES, FI,
GB, GE, GH, GM, HR, HU, ID, IL, IS, JP,
KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT,
LU, LV, MD, MG, MK, MN, MW, MX, NO, NZ,
PL, PT, RO, RU, SD, SE, SG, SI, SK, SL,

TJ, TM, TR, TT, UA, UG, UZ, VN, YU, ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Language Publication Language: English

Filing Language: English

Fulltext word count: 152479

Detailed Description:

...a success rate of the downloading data and automatically transmitting the data that is transmitted **based** on the **user profile**. The answers to the **frequently asked questions** could include answers automatically generated from a dynamic knowledge base or a knowledge expert. Also...

Dialog eLink: [Order File History](#)

19/3K/8 (Item 8 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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00806384

NETWORK AND LIFE CYCLE ASSET MANAGEMENT IN AN E-COMMERCE ENVIRONMENT AND METHOD THEREOF

GESTION D'ACTIFS DURANT LE CYCLE DE VIE ET EN RESEAU DANS UN ENVIRONNEMENT DE COMMERCE ELECTRONIQUE ET PROCEDE ASSOCIE

Patent Applicant/Patent Assignee:

- **ACCENTURE LLP**
1661 Page Mill Road, Palo Alto, CA 94304; US; US(Residence); US(Nationality)

Inventor(s):

- **MIKURAK Michael G**
108 Englewood Blvd., Hamilton, NJ 08610; US

Legal Representative:

- **HICKMAN Paul L (agent)**
Oppenheimer Wolff & Donnelly, LLP, 38th Floor, 2029 Century Park East, Los Angeles, CA 90067-3024; US

	Country	Number	Kind	Date
Patent	WO	200139030	A2	20010531
Application	WO	2000US32324		20001122
Priorities	US	99444775		19991122
	US	99447621		19991122

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR,
BY, BZ, CA, CH, CN, CU, CZ, DE, DK, DZ,
EE, ES, FI, GB, GE, GH, GM, HR, HU, ID,
IL, IS, JP, KE, KG, KP, KR, KZ, LC, LK,
LR, LS, LT, LU, LV, MD, MG, MK, MN, MW,
MX, MZ, NO, NZ, PL, PT, RO, RU, SD, SE,
SG, SI, SK, SL, TJ, TM, TR, TT, UA, UG,
UZ, VN, YU, ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Language Publication Language: English

Filing Language: English

Fulltext word count: 171499

Dialog eLink: [Order File History](#)

19/3K/9 (Item 9 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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00806383

**COLLABORATIVE CAPACITY PLANNING AND REVERSE INVENTORY
MANAGEMENT DURING DEMAND AND SUPPLY PLANNING IN A
NETWORK-BASED SUPPLY CHAIN ENVIRONMENT AND METHOD
THEREOF**

PLANIFICATION EN COLLABORATION DES CAPACITES ET GESTION
ANTICIPEE DES STOCKS LORS DE LA PLANIFICATION DE L'OFFRE ET DE LA
DEMANDE DANS UN ENVIRONNEMENT DE CHAINE
D'APPROVISIONNEMENT FONDEE SUR LE RESEAU ET PROCEDE ASSOCIE

Patent Applicant/Patent Assignee:

- **ACCENTURE LLP**
1661 Page Mill Road, Palo Alto, CA 94304; US; US(Residence); US(Nationality)

Inventor(s):

- **MIKURAK Michael G**
108 Englewood Blvd., Hamilton, NJ 08610; US

Legal Representative:

- **HICKMAN Paul L (agent)**
Oppenheimer Wolff & Donnelly, LLP, 1400 Page Mill Road, Palo Alto, CA
94304; US

	Country	Number	Kind	Date
Patent	WO	200139029	A2	20010531
Application	WO	2000US32309		20001122
Priorities	US	99444655		19991122
	US	99444886		19991122

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR,
BY, BZ, CA, CH, CN, CR, CU, CZ, DE, DK,
DM, DZ, EE, ES, FI, GB, GE, GH, GM, HR,
HU, ID, IL, IS, JP, KE, KG, KP, KR, KZ,

LC, LK, LR, LS, LT, LU, LV, MA, MD, MG,
MK, MN, MW, MX, MZ, NO, NZ, PL, PT, RO,
RU, SD, SE, SG, SI, SK, SL, TJ, TM, TR,
TT, TZ, UA, UG, UZ, VN, YU, ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Language Publication Language: English

Filing Language: English

Fulltext word count: 157840

Detailed Description:

...a success rate of the downloading data and automatically transmitting the data that is transmitted **based** on the **user profile**. The answers to the **frequently asked questions** could include answers automatically generated from a dynamic knowledge base or a knowledge expert. Also...

Dialog eLink: [Order File History](#)

19/3K/10 (Item 10 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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00806382

**METHOD FOR AFFORDING A MARKET SPACE INTERFACE BETWEEN A
PLURALITY OF MANUFACTURERS AND SERVICE PROVIDERS AND
INSTALLATION MANAGEMENT VIA A MARKET SPACE INTERFACE**
PROCEDE DE MISE A DISPOSITION D'UNE INTERFACE D'ESPACE DE
MARCHE ENTRE UNE PLURALITE DE FABRICANTS ET DES FOURNISSEURS
DE SERVICES ET GESTION D'UNE INSTALLATION VIA UNE INTERFACE
D'ESPACE DE MARCHE

Patent Applicant/Patent Assignee:

- **ACCENTURE LLP**
1661 Page Mill Road, Palo Alto, CA 94304; US; US(Residence); US(Nationality)

Inventor(s):

- **MIKURAK Michael G**
108 Englewood Blvd., Hamilton, NJ 08610; US

Legal Representative:

- **HICKMAN Paul L(et al)(agent)**
Oppenheimer Wolff & Donnelly LLP, 1400 Page Mill Road, Palo Alto, CA 94304; US

	Country	Number	Kind	Date
Patent	WO	200139028	A2	20010531
Application	WO	2000US32308		20001122
Priorities	US	99444773		19991122
	US	99444798		19991122

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG,
BR, BY, BZ, CA, CH, CN, CR, CU, CZ, DE,
DK, DM, DZ, EE, ES, FI, GB, GE, GH, GM,
HR, HU, ID, IL, IS, JP, KE, KG, KP, KR,
KZ, LC, LK, LR, LS, LT, LU, LV, MA, MD,
MG, MK, MN, MW, MX, MZ, NO, NZ, PL, PT,
RO, RU, SD, SE, SG, SI, SK, SL, TJ, TM,
TR, TT, TZ, UA, UG, UZ, VN, YU, ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Language Publication Language: English

Filing Language: English
Fulltext word count: 170977

Dialog eLink: [Order File History](#)
19/3K/11 (Item 11 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT
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00801742

METHODS AND SYSTEMS FOR STORING DATA
PROCEDES ET SYSTEMES PERMETTANT DE STOCKER DES DONNEES

Patent Applicant/Patent Assignee:

- **MILLENNIAGEN CORP**
74 Northeastern Boulevard, Nashua, NH 03062; US; US (Residence); US
(Nationality); (Designated for all)

Inventor(s):

- **FLYNN Kevin M**
Concord, MA; US; (Designated for all)

Legal Representative:

- **GISH Jason et al (agent)**
Patent Group, Foley Hoag & Eliot LLP, One Post Office Square, Boston, MA
02109; US

	Country	Number	Kind	Date
Patent	WO	200135261	A2	20010517
Application	WO	2000US31084		20001113
Priorities	US	99165384		19991112

Designated States: (All protection types applied unless otherwise stated - for applications 2004+)

AE; AG; AL; AM; AT; AU; AZ; BA; BB; BG;
BR; BY; BZ; CA; CH; CN; CR; CU; CZ; DE;
DK; DM; DZ; EE; ES; FI; GB; GD; GE; GH;
GM; HR; HU; ID; IL; IN; IS; JP; KE; KG;

KP; KR; KZ; LC; LK; LR; LS; LT; LU; LV;
MA; MD; MG; MK; MN; MW; MX; MZ; NO; NZ;
PL; PT; RO; RU; SD; SE; SG; SI; SK; SL;
TJ; TM; TR; TT; TZ; UA; UG; UZ; VN; YU;
ZA; ZW;

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG,
BR, BY, BZ, CA, CH, CN, CR, CU, CZ, DE,
DK, DM, DZ, EE, ES, FI, GB, GD, GE, GH,
GM, HR, HU, ID, IL, IN, IS, JP, KE, KG,
KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV,
MA, MD, MG, MK, MN, MW, MX, MZ, NO, NZ,
PL, PT, RO, RU, SD, SE, SG, SI, SK, SL,
TJ, TM, TR, TT, TZ, UA, UG, UZ, VN, YU,
ZA, ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Language Publication Language: English

Filing Language: English

Fulltext word count: 16556

Detailed Description:

...or the like), present the answer. in embodiments, the owner 502 may provide different content **based** on a **profile** of the visitor 402. For example, the **owner** 502 may record different audio or video content (or answers to **frequently asked questions**) based on the age of the visitor 402 as determined at the time of the...

Dialog eLink: [Order File History](#)

19/3K/12 (Item 12 from file: 349)

00767691

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR A
CUSTOMER PROFILE-TAILORED SUPPORT INTERFACE IN AN
ELECTRONIC SOFTWARE DISTRIBUTION ENVIRONMENT**
SYSTEME, PROCEDE ET ARTICLE DE FABRICATION D'INTERFACE DE
SOUTIEN ADAPTEE AU PROFIL DU CLIENT DANS UN ENVIRONNEMENT DE
DISTRIBUTION DE LOGICIEL ELECTRONIQUE

Patent Applicant/Patent Assignee:

- **AC PROPERTIES BV**
Parkstraat 83, The Hague, NL-2514 JG, 'S Gravenhage; NL; NL(Residence);
NL(Nationality); (For all designated states except: US)

Patent Applicant/Inventor:

- **EVANS Damian P**
4528 169th Avenue SE, Bellevue, WA 98006; US; US(Residence);
US(Nationality); (Designated only for: US)
- **HUTTUNEN Pekka T**
5730 27th Avenue N.E., Seattle, WA 98105; US; US(Residence);
US(Nationality); (Designated only for: US)
- **PIYARALI Ali**
3833 42nd Avenue N.E., Seattle, WA 98105; US; US(Residence);
US(Nationality); (Designated only for: US)

Legal Representative:

- **BROCK Joe A**
Hickman Stephens Coleman & Hughes, LLP, P.O. Box 52037, Palo Alto, CA
94303; US

	Country	Number	Kind	Date
Patent	WO	200101319	A1	20010104
Application	WO	2000US18216		20000629
Priorities	US	99343487		19990630

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AG, AL, AM, AT, AU, AZ, BA, BB, BG, BR,
BY, BZ, CA, CH, CN, CR, CU, CZ, DE, DK,

DZ, EE, ES, FI, GB, GE, GH, GM, HR, HU,
ID, IL, IS, JP, KE, KG, KP, KR, KZ, LC,
LK, LR, LS, LT, LU, LV, MA, MD, MG, MK,
MN, MW, MX, MZ, NO, NZ, PL, PT, RO, RU,
SD, SE, SG, SI, SK, SL, TJ, TM, TR, TT,
TZ, UA, UG, US, UZ, VN, YU, ZA, ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Language Publication Language: English

Filing Language: English

Fulltext word count: 27724

Detailed Description:

...another aspect of the present invention, the customer support-related content may include answers to **FAQ's**, announcements, access to a knowledge base, product support, access to a chat room, access... ..and/or content-specific browsing. Particular content relating to each of these may be selected **based** on the **user profile**. Further, the particular content selected may be grouped with other content to provide a ...another embodiment of the present invention, the customer support-related content may include answers to **FAQ 's**, announcements, access to a knowledge base, product support, access to a chat room, access... ..and/or content-specific browsing. Particular content relating to each of these may be selected **based** on the **user profile**. Further, the particular content selected may be grouped with other content to provide a package...both internal and external support/helpdesk organizations.

The customer support application features include.

Personalized site **based** on **customer profile**

Ability to search the knowledge base and browse **FAQs**

Support for announcements or "hot topics" personalized to the customer's products and/or interests...profile. General links include.

* 1-tome,--a.linkto:retumtothesupportsitehomepage

Search KB - to search the knowledge **base** for any type of information

* **Profile** - to modify the **customer's** existing **profile** data or add and remove products

Support - to view previously submitted issues

Main Result Frame

A. main.result. frame 1204 may contain the results from knowledge base or **FAQ** searches, chat, online forms, site announcements, and generally the result of any function selected from...

Claims:

...as set forth in claim 1, wherein the customer support-related content includes answers to **FAQ's**, announcements@ access to a knowledge base, product support, access to a chat room, access... ...specific browsing.

8 A computer program embodied on a computer readable medium for providing a **customer** support interface tailored **according** to a **profile** of the **customer** comprising: (a) a code segment that prompts a user to enter user input relating toas set forth in claim 8, wherein the customer support-related content includes answers to **FAQ's**, announcements, access to a knowledge base, product support, access to a chat room, access to newsgroups, and content-specific browsing.

15 A system for providing a **customer** support interface tailored **according** to a **profile** of the **customer** comprising:(a) logic that prompts a user to enter user input relating to the user...

DIALOG(R)File 348: EUROPEAN PATENTS
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25/3K/1 (Item 1 from file: 348)
02034560

Method and systems utilizing delayed dilution, mixing, and filtration for providing customized beverages on demand

Verfahren und Systeme unter Einsatz von verzogelter Verdunnung, Mischung und Filtrierung zur Bereitstellung kundenspezifischer Getranke auf Anfrage
Procédé et systèmes utilisant une dilution différée, un mélange et une filtration pour fournir des boissons personnalisées à la demande

Patent Assignee:

- **The Procter and Gamble Company** (4284761)
One Procter & Gamble Plaza; Cincinnati, Ohio 45202 (US)
(Applicant designated States: all)

Inventor:

- **Gutwein, Roger William**
3161 Blue Rock Road; Cincinnati Ohio 45239; (US)
- **Conner, Christopher Ward**
1063 Meredith Drive; Cincinnati Ohio 45231; (US)

Legal Representative:

- **Nargolwalla, Cyra et al (9206821)**
Cabinet Plasseraud 65/67, rue de la Victoire; 75440 Paris Cedex 09; (FR)

	Country	Number	Kind	Date	
Patent	EP	1637055	A2	20060322	(Basic)
Application	EP	2005022036		20000814	
Priorities	US	148984		19990814	

Designated States:

AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LI; LU; MC; NL; PT; SE

Related Parent Numbers: Patent (Application):EP 1371312 (EP 2003102519)

International Classification (Version 8) IPC	Level	Value	Position	Status	Version	Action	Source	Office
A47J-0031/52	A	I	F	B	20060101	20060131	H	EP

Abstract Word Count: 126

NOTE: Figure number on first page: 1

Language Publication: English

Procedural: English

Application: English

Fulltext Availability	Available Text	Language	Update	Word Count
CLAIMS A		(English)	200612	989
SPEC A		(English)	200612	13932
Total Word Count (Document A) 14921				
Total Word Count (Document B) 0				
Total Word Count (All Documents) 14921				

Specification: ...flavor.

User selects at various times the character of the coffee they prefer via a **consumer** interface window.

The **consumer** establishes a **personal profile** over the Internet or at the system which may entail and answering a few **questions** about beverage preferences. The **responses** to these **questions** are analyzed by the **customization** director to formulate and deliver the product with the right **profile**. The **consumer** is presented the opportunity to customize their own beverage or choose from a variety of pre-configured drinks that approximately match the **consumer's personal profile**.

In one embodiment of the present invention, an administrative user may access the customization director... ...extract can then be held in the refrigerated dispenser for up to 20 days.

C.) **Consumer** establishes a **personal profile** at the system and **answers** a few simple **questions** around preference. These **questions** help **customize** a product with the right profile. The profile is maintained in a central database accessed... ...The coffee extract is used immediately after brewing to develop the desired finished beverage.

C.) **Consumer** establishes a **personal profile** over the Internet or at the system and **answers** a few simple **questions** around preference. These **questions** help **customize** a product with the right profile. The profile is maintained in a central database accessed... ...extract can then be held in the refrigerated dispenser for up to 15 days.

C.) **Consumer** establishes a **personal profile** at the system and **answers** a few simple **questions** around preference. These **questions** help **customize** a product with the right profile. The profile is maintained in a central database accessed... ..two fractions can be blended together at any ratio and also diluted with water.

C.) **Consumer** establishes a **personal profile** over the Internet or at the system and **answers** a few simple **questions** around preference. These **questions** help **customize** a product with the right profile. The profile is maintained in a central database accessed...

Dialog eLink: Order File History

DIALOG(R)File 348: EUROPEAN PATENTS
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25/3K/2 (Item 2 from file: 348)
01670353

Methods utilizing delayed dilution, mixing, and filtration for providing customized beverages on demand

Verfahren zur Verwendung von verzögerter Verdünnung, Mischung und Filtrierung zum Bereitstellen von personalisierten Varietäten von frisch gebrühtem Kaffee auf Anfrage
Procedes utilisant la dilution, le melange et le filtrage differes pour la preparation, a la demande, de varietes personnalisees de cafe frais

Patent Assignee:

- **THE PROCTER & GAMBLE COMPANY (200173)**
One Procter & Gamble Plaza; Cincinnati, Ohio 45202 (US)
(Proprietor designated states: all)

Inventor:

- **Gutwein, Roger William**
Roger William Gutwein 3161 Blue Rock Road; 45239, Cincinnati; (US)
- **Connor, Christopher Ward**
Christopher Ward Connor 1063 Meredith Road; 45231, Cincinnati; (US)

Legal Representative:

- **Kremer, Veronique Marie Josephine et al (87354)**
Procter & Gamble Service GmbH Sulzbacher Strasse 40-50; 65824 Schwalbach am Taunus; (DE)

	Country	Number	Kind	Date	
Patent	EP	1371312	A2	20031217	(Basic)
	EP	1371312	A3	20040331	
	EP	1371312	B1	20051012	
Application	EP	2003102519		20000814	
Priorities	US	148984		19990814	

Designated States:

AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LI; LU; MC; NL; PT; SE

Related Parent Numbers: Patent (Application):EP 1204352 (EP 2000954083)

Related Divisions: Patent (Application): (EP 2005022036)

International Patent Class (V7): G07F-013/06; A47J-031/40; A47J-031/52; A47J-031/00; A47J-031/41; A23F-005/24**Abstract Word Count:** 126

NOTE: Figure number on first page: 1

Language Publication: English

Procedural: English

Application: English

Fulltext Availability	Available Text	Language	Update	Word Count
CLAIMS A		(English)	200351	1012
SPEC A		(English)	200351	13936
CLAIMS B		(English)	200541	585
CLAIMS B		(German)	200541	548
CLAIMS B		(French)	200541	642
SPEC B		(English)	200541	13944
Total Word Count (Document A) 14951				
Total Word Count (Document B) 15719				
Total Word Count (All Documents) 30670				

Specification: ...flavor. User selects at various times the character of the coffee they prefer via an **consumer** interface window.

The **consumer** establishes a **personal profile** over the Internet or at the system which may entail and answering a few **questions** about beverage preferences. The **responses** to these **questions** are analyzed by the **customization** director to formulate and deliver the product with the right **profile**. The **consumer** is presented the opportunity to customize

their own beverage or choose from a variety of pre-configured drinks that approximately match the **consumer's personal profile**.

In one embodiment of the present invention, an administrative user may access the customization director... ..extract can then be held in the refrigerated dispenser for up to 20 days.

C.) **Consumer** establishes a **personal profile** at the system and **answers** a few simple **questions** around preference. These **questions** help **customize** a product with the right profile. The profile is maintained in a central database accessed... ..The coffee extract is used immediately after brewing to develop the desired finished beverage.

C.) **Consumer** establishes a **personal profile** over the Internet or at the system and **answers** a few simple **questions** around preference. These **questions** help **customize** a product with the right profile. The profile is maintained in a central database accessed... ..extract can then be held in the refrigerated dispenser for up to 15 days.

C.) **Consumer** establishes a **personal profile** at the system and **answers** a few simple **questions** around preference. These **questions** help **customize** a product with the right profile. The profile is maintained in a central database accessed...two fractions can be blended together at any ratio and also diluted with water.

C.) **Consumer** establishes a **personal profile** over the Internet or at the system and **answers** a few simple **questions** around preference. These **questions** help **customize** a product with the right profile. The profile is maintained in a central database accessed...

Specification: ...flavor. User selects at various times the character of the coffee they prefer via an **consumer** interface window.

The **consumer** establishes a **personal profile** over the Internet or at the system which may entail and answering a few **questions** about beverage preferences. The **responses** to these **questions** are analyzed by the **customization** director to formulate and deliver the product with the right **profile**. The **consumer** is presented the opportunity to customize their own beverage or choose from a variety of pre-configured drinks that approximately match the **consumer's personal profile**.

In one embodiment of the present invention, an administrative user may access the customization director... ..extract can then be held in the refrigerated dispenser for up to 20 days.

C.) **Consumer** establishes a **personal profile** at the system and **answers** a few simple **questions** around preference. These **questions** help **customize** a product with the right profile. The profile is maintained in a central database accessed... ..The coffee extract is used immediately after brewing to develop the desired finished beverage.

C.) **Consumer** establishes a **personal profile** over the Internet or at the system and **answers** a few simple **questions** around preference. These **questions** help **customize** a product with the right profile. The profile is maintained in a central database accessed...
...extract can then be held in the refrigerated dispenser for up to 15 days.

C.) **Consumer** establishes a **personal profile** at the system and **answers** a few simple **questions** around preference. These **questions** help **customize** a product with the right profile. The profile is maintained in a central database accessed... ...two fractions can be blended together at any ratio and also diluted with water.

C.) **Consumer** establishes a **personal profile** over the Internet or at the system and **answers** a few simple **questions** around preference. These **questions** help **customize** a product with the right profile. The profile is maintained in a central database accessed...

Dialog eLink: [Order File History](#)

DIALOG(R)File 348: EUROPEAN PATENTS
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25/3K/3 (Item 3 from file: 348)
02062264

User authentication by combining speaker verification and reverse turing test
Benutzer-Authentifizierung durch Kombinieren von Sprachüberprüfung und
umgekehrten Turing-Test
Authentification d'utilisateur en combinant la verification du locuteur et le test de Turing
inverse

Patent Assignee:

- **MICROSOFT CORPORATION** (749861)
One Microsoft Way; Redmond, Washington 98052-6399 (US)
(Applicant designated States: all)

Inventor:

- **Wang, Kuansan**
c/o MICROSOFT CORPORATION One Microsoft Way; Redmond, WA
Washington 98052; (US)

Legal Representative:

- **Zimmer, Franz-Josef (79451)**
Grunecker, Kinkeldey, Stockmair & Schwanhausser Anwaltssozietat
Maximilianstrasse 58; 80538 Munchen; (DE)

	Country	Number	Kind	Date	
Patent	EP	1669836	A1	20060614	(Basic)
Application	EP	2005110853		20051117	
Priorities	US	4548		20041203	

Designated States:

AT; BE; BG; CH; CY; CZ; DE; DK; EE; ES;
FI; FR; GB; GR; HU; IE; IS; IT; LI; LT;
LU; LV; MC; NL; PL; PT; RO; SE; SI; SK;
TR

Extended Designated States:

AL; BA; HR; MK; YU

International Classification (Version 8) IPC	Level	Value	Position	Status	Version	Action	Source	Office
G06F-0001/00	A	I	F	B	20060101	20060410	H	EP

Abstract Word Count: 69

NOTE: Figure number on first page: 3

Language Publication: English

Procedural: English

Application: English

Fulltext Availability	Available Text	Language	Update	Word Count
CLAIMS A		(English)	200624	1178
SPEC A		(English)	200624	6110
Total Word Count (Document A) 7288				
Total Word Count (Document B) 0				
Total Word Count (All Documents) 7288				

Claims: ...computer implemented method for authenticating a user, the method comprising:(a)accessing a collection of **personal information** related to a **user**;
(b)generating a question that incorporates at least one **dynamic** component; (c)capturing an audible **answer** to the **question**; and (d)comparing the audible **answer** to a stored voiceprint.

31. The computer-implemented method of claim 30, wherein step (a) comprises accessing the collection of **personal information** by way of an computer network.
32. The computer-implemented method of claim 30, wherein the collection of **personal information** is annotated with a plurality of semantic types.
33. The computer-implemented method of claim...

Dialog eLink: [Order File History](#)

DIALOG(R)File 348: EUROPEAN PATENTS
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25/3K/4 (Item 4 from file: 348)
01918787

Methods and apparatus for directory enabled network services
Verfahren und Vorrichtung fur Verzeichnis ermoglichte Netzwerkdienste
Procede et dispositif pour des services de reseau a capacite annuelle

Patent Assignee:

- **AT&T Corp.** (589370)
32 Avenue of the Americas; New York, NY 10013-2412 (US)
(Proprietor designated states: all)

Inventor:

- **Aboujaoude, Roger**
60 Dune RoadAsbury Park; 07712 New Jersey; (US)
- **Eslambolchi, Hossein**
13826 Moon Lane; 94022, Los Altos Hills, CA; (US)
- **McCanuel, John**
413 Old Corral Road; 80421, Bailey, Colorado; (US)

Legal Representative:

- **Suckling, Andrew Michael et al (77593)**
Marks & Clerk 4220 Nash Court Oxford Business Park South; OxfordOxfordshire
OX4 2RU; (GB)

	Country	Number	Kind	Date
--	---------	--------	------	------

	Country	Number	Kind	Date	
Patent	EP	1549016	A1	20050629	(Basic)
	EP	1549016	B1	20070815	
Application	EP	2004270014		20041208	
Priorities	US	746413		20031224	

Designated States (Kind A):

AT; BE; BG; CH; CY; CZ; DE; DK; EE; ES;
FI; FR; GB; GR; HU; IE; IS; IT; LI; LT;
LU; MC; NL; PL; PT; RO; SE; SI; SK; TR

Designated States (Kind B):

DE; FR; GB

Extended Designated States:

AL; BA; HR; LV; MK; YU

International Patent Class (V7): H04L-029/06

International Classification (Version 8) IPC	Level	Value	Position	Status	Version	Action	Source	Office
H04L-0029/06	A	I	F	B	20060101	20050425	H	EP

Abstract Word Count: 150

NOTE: Figure number on first page: 2

Language Publication: English

Procedural: English

Application: English

Fulltext Availability	Available Text	Language	Update	Word Count
CLAIMS A		(English)	200526	1387
SPEC A		(English)	200526	6076
CLAIMS B		(English)	200733	1379
CLAIMS B		(German)	200733	1281
CLAIMS B		(French)	200733	1535
SPEC B		(English)	200733	7011
Total Word Count (Document A) 7464				
Total Word Count (Document B) 11206				
Total Word Count (All Documents) 18670				

Specification: ...business portal interface forwards a uniform resource locator (URL) representing the server location of the **profile** wizard 240 to the **customer's** web browser over existing IP protocols. The **profile** wizard 240 interviews the **customer** on a per service basis by prompting the customer with **questions** and receiving **answers** from the **customer**. The **profile** wizard 240 determines **customer tailored questions** by accessing historical information concerning the customer, accessing the customer's subscribed services through the...

Specification: ...business portal interface forwards a uniform resource locator (URL) representing the server location of the **profile** wizard 240 to the **customer's** web browser over existing IP protocols. The **profile** wizard 240 interviews the **customer** on a per service basis by prompting the customer with **questions** and receiving **answers** from the **customer**. The **profile** wizard 240 determines **customer tailored questions** by accessing historical information concerning the customer, accessing the customer's subscribed services through the...

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25/3K/5 (Item 5 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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01356005

PROVIDING CUSTOMIZED WORKS

PROCEDES, SYSTEMES ET SUPPORTS LISIBLES PAR ORDINATEUR SERVANT A PRODUIRE DES OUVRAGES INDIVIDUALISES

Patent Applicant/Patent Assignee:

- **THE SANDBOX LEARNING COMPANY**
18801 Nautical Drive, Suite 206, Cornelius, NC 28031; US; US (Residence); US (Nationality); (For all designated states except: US)

Patent Applicant/Inventor:

- **MAGUIRE Amy M**
18801 Nautical Drive, Suite 206, Cornelius, NC 28031; US; US (Residence); US (Nationality)
- **MCCLIMON Desiree L**
1674 Elliswoods Road, Phoenixville, PA 19460; US; US (Residence); US (Nationality)

Legal Representative:

- **CALKINS Charles W et al (agent)**
Kilpatrick Stockton, LLP, 1001 West Fourth Street, Winston-Salem, NC 27101;
US

	Country	Number	Kind	Date
Patent	WO	200639708	A2-A3	20060413
Application	WO	2005US35781		20051004
Priorities	US	2004615516		20041004

Designated States: (All protection types applied unless otherwise stated - for applications 2004+)

AE; AG; AL; AM; AT; AU; AZ; BA; BB; BG;
BR; BW; BY; BZ; CA; CH; CN; CO; CR; CU;
CZ; DE; DK; DM; DZ; EC; EE; EG; ES; FI;
GB; GD; GE; GH; GM; HR; HU; ID; IL; IN;
IS; JP; KE; KG; KM; KP; KR; KZ; LC; LK;
LR; LS; LT; LU; LV; LY; MA; MD; MG; MK;
MN; MW; MX; MZ; NA; NG; NI; NO; NZ; OM;
PG; PH; PL; PT; RO; RU; SC; SD; SE; SG;
SK; SL; SM; SY; TJ; TM; TN; TR; TT; TZ;
UA; UG; US; UZ; VC; VN; YU; ZA; ZM; ZW;

[EP] AT; BE; BG; CH; CY; CZ; DE; DK; EE; ES;
FI; FR; GB; GR; HU; IE; IS; IT; LT; LU;
LV; MC; NL; PL; PT; RO; SE; SI; SK; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;
ML; MR; NE; SN; TD; TG;

[AP] BW; GH; GM; KE; LS; MW; MZ; NA; SD; SL;
SZ; TZ; UG; ZM; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Language Publication Language: English

Filing Language: English

Fulltext word count: 8417

Detailed Description:

...the present invention provides methods for requesting and storing customized or personalized data about the **profiled individual**. In an embodiment, the present invention provides a method for presenting questions to be answered by the **user** about the **profiled**

individual. The present invention is capable of storing the customized or **personalized** data contained within the **responses** to the **questions**. In ail embodiment, the present invention may be capable of comparing a question or a plurality of questions with 1 0 stored customized or personalized data about the **profiled individual** and determine whether the response is unique or duplicative. In one embodiment, the present invention...

Dialog eLink: Order File History

25/3K/6 (Item 6 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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01144714

METHOD AND SYSTEM FOR UNIFYING AND SHARING OF BUSINESS SYSTEMS

PROCEDE ET SYSTEME POUR UNIFIER ET PARTAGER DES SYSTEMES DE GESTION

Patent Applicant/Patent Assignee:

- **AT & T CORP**
32 Avenue Of The Americas, New York, New York 10013-2412; US;
US(Residence); US(Nationality); (For all designated states except: US)

Patent Applicant/Inventor:

- **ESLAMBOLCHI Hossein**
13826 Moon Lane, Los Altos Hills, California 94022; US; US(Residence);
US(Nationality); (Designated only for: US)
- **ABOUJAOUE Roger**
60 Dune Road, Monmouth, Nj 07712; US; US(Residence); US(Nationality);
(Designated only for: US)
- **SHARIATI Saeid**
5 Catawaba Lane, Annandale, New Jersey 08801; US; US(Residence);
US(Nationality); (Designated only for: US)
- **SLOAN Robert**
373 Orenda Circle, Westfield, New Jersey 07090; US; US(Residence);
US(Nationality); (Designated only for: US)

Legal Representative:

- **TONG Kin-Wah (agent)**
595 Shrewsbury Avenue, Shrewsbury, New Jersey 07702; US

	Country	Number	Kind	Date
Patent	WO	200466181	A2	20040805
Application	WO	2004US821		20040114
Priorities	US	2003439910		20030114

Designated States: (All protection types applied unless otherwise stated - for applications 2004+)

AE; AG; AL; AM; AT; AU; AZ; BA; BB; BG;
BR; BW; BY; BZ; CA; CH; CN; CO; CR; CU;
CZ; DE; DK; DM; DZ; EC; EE; EG; ES; FI;
GB; GD; GE; GH; GM; HR; HU; ID; IL; IN;
IS; JP; KE; KG; KP; KR; KZ; LC; LK; LR;
LS; LT; LU; LV; MA; MD; MG; MK; MN; MW;
MX; MZ; NA; NI; NO; NZ; OM; PG; PH; PL;
PT; RO; RU; SC; SD; SE; SG; SK; SL; SY;
TJ; TM; TN; TR; TT; TZ; UA; UG; US; UZ;
VC; VN; YU; ZA; ZM; ZW;

[EP] AT; BE; BG; CH; CY; CZ; DE; DK; EE; ES;
FI; FR; GB; GR; HU; IE; IT; LU; MC; NL;
PT; RO; SE; SI; SK; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;
ML; MR; NE; SN; TD; TG;

[AP] BW; GH; GM; KE; LS; MW; MZ; SD; SL; SZ;
TZ; UG; ZM; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Language Publication Language: English

Filing Language: English

Fulltext word count: 10790

Detailed Description:

...business portal interface forwards a uniform resource locator (URL) @ representing the server location of the **profile** wizard 340 to the **customer's** web browser over existing IP protocols. The **profile** wizard 340 interviews the **customer** on a per service basis by prompting the customer with **questions** and receiving **answers** from the **customer**. The **profile** wizard 340 determines **customer tailored questions** by accessing historical information concerning the

customer, accessing the customers subscribed services through the inventory...

Dialog eLink: [Order File History](#)

25/3K/7 (Item 7 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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00953030

PROGRAM GUIDE ENHANCEMENTS

AMELIORATIONS DE GUIDES DE PROGRAMMES

Patent Applicant/Patent Assignee:

- **SVOD LLC**
8900 Liberty Circle, Englewood, CO 80112; US; US(Residence); US(Nationality)

Inventor(s):

- **SIE John J**
17 Huntwick Lane, Englewood, CO 80110; US
- **SABRAW Martin F**
315 Mill Race Lane, Newton, PA 18940; US
- **BEYLER John C**
395 W. Winterthur Way, Highlands Ranch, CO 80129; US

Legal Representative:

- **FRANKLIN Thomas D(et al)(agent)**
Townsend and Townsend and Crew LLP, Two Embarcadero Center, Eighth Floor,
San Francisco, CA 94111-3834; US

	Country	Number	Kind	Date
Patent	WO	200287219	A2-A3	20021031
Application	WO	2002US13053		20020423
Priorities	US	2001285817		20010423
	US	2001286911		20010427
	CN	2002106592		20020228
	US	2002368646		20020329

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

CN

Language Publication Language: English

Filing Language: English

Fulltext word count: 19981

Detailed Description:

...customizing a video service in a content distribution system. In one step, interaction of the **user** with the video service is observed. A **profile** for the **user** is modified based upon the observed

5

interaction. Questions are formulated regarding a watched program. The profile is modified based upon **answers** to the **questions**. The video service is **customized** based, at least in part, on the profile. A program guide customized according to the...

Claims:

...service in a content distribution

system, the method comprising steps of:observing interaction of the **user** with the video service;modifying a **profile** for the **user** based upon the observing step;formulating **questions** regarding a watched program;modifying the profile based upon **answers** to the **questions**;**customizing** the video service based, ... service in the contentdistribution system as recited in claim 33, wherein at least one **answer** to the **questions** has more than two **responses**.

35 The method for **customizing** the video service in the content distribution system as recited in claim 33, further comprising... ..receiving preference information entered by a user of the content distribution system to influence the **profile** for that **user**.44

36 The method for customizing the video service in

Dialog eLink: [Order File History](#)

25/3K/8 (Item 8 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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00903155

SYSTEM AND METHOD FOR MATCHING PATIENTS WITH CLINICAL TRIALS

SYSTEME ET PROCEDE DESTINES A FAIRE CORRESPONDRE DES PATIENTS AVEC DES ESSAIS CLINIQUES

Patent Applicant/Patent Assignee:

- **EMERGINGMED COM**
18th floor, 19 West 44th Street, New York, NY 10036; US; US(Residence);
US(Nationality)

Inventor(s):

- **HUDSON Courtney**
320 Central Park West, Apartment 10N, New York, NY 10025; US

Legal Representative:

- **PENNINGTON Edward A(et al)(agent)**
Swidler Berlin Shereff Friedman, LLP, 3000 K Street, N.W., Suite 300,
Washington, DC 20007; US

	Country	Number	Kind	Date
Patent	WO	200237213	A2-A3	20020510
Application	WO	2001US42872		20011031
Priorities	US	2000699372		20001031

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

BR, CN, IN, PL, RO, RU

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE; TR;

Language Publication Language: English

Filing Language: English

Fulltext word count: 7327

Detailed Description:

...notifies the user whether the patient has prequalified for any clinical trials.

The patient's **profile** is built by asking the **user** a series of questions and then creating the patient **profile** based on the **user's** **responses**. The **questions** can include static and **dynamic questions**. The user is also asked a series of questions targeted to a specific

clinical trial... cancer at the time of diagnosis?

5 The user can be asked different levels of **dynamic questions**. For example, depending on the user's **answer** to a particular **question**, the user can be asked a follow-up **dynamic question**. If the user **answers** this **question** in a certain way, the user can be asked another follow-up question to the... ..this way the user is automatically steered through the process of building a patient **10 profile**. As an example, if the **user** selects "Lung Cancer" as a disease, the user could be asked "Are you a smoker..."

Dialog eLink: [Order File History](#)

25/3K/9 (Item 9 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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00847691

METHOD AND APPARATUS FOR PLAYING ADVERTISEMENT PROMOTION GAME

PROCEDE ET APPAREIL POUR JOUER UN JEU DE PROMOTION PUBLICITAIRE

Patent Applicant/Inventor:

- **GUYETT Irvin P R**
307 Fourth Avenue, Pittsburgh, PA 15222; US; US(Residence); US(Nationality)

Legal Representative:

- **CAROTHERS Floyd B (agent)**
Carothers and Carothers, Suite 500, 445 Fort Pitt Boulevard, Pittsburgh, PA
15219; US

	Country	Number	Kind	Date
Patent	WO	200180962	A1	20011101
Application	WO	2001US12844		20010420
Priorities	US	2000557895		20000421

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AE, AG, AL, AU, BA, BB, BG, BR, BZ, CA,
CN, CR, CU, CZ, DM, DZ, EE, GD, HR, HU,
ID, IL, IN, IS, JP, LC, LK, LT, LV, MA,

MK, MN, MX, NO, NZ, PL, RO, SG, SI, SK,
TT, UA, YU, ZA

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Language Publication Language: English

Filing Language: English

Fulltext word count: 7271

Claims:

...player.

2 The method of claim 1;
prior to presenting the selected segments, presenting the **player** with **personal** identity
information questions and receiving **player responses** thereto; and making
personalized advertisement segment selections for the presentation 15 based on the
responses.

3 The method of claim 2 wherein presenting **personal** identity **information**
questions includes presenting **player** registration questions.

4 The method of claim 3 wherein receiving player responses includes
receiving a...

Dialog eLink: [Order File History](#)

25/3K/10 (Item 10 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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00845256

**SYSTEM, METHOD AND COMPUTER PROGRAM PRODUCT FOR
GATHERING AND DELIVERING PERSONALIZED USER INFORMATION
SYSTEME, PROCEDE ET PRODUIT PROGRAMME INFORMATIQUE**

PERMETTANT DE COLLECTER ET DE DISTRIBUER DES INFORMATIONS
PERSONNALISEES CONCERNANT UN UTILISATEUR

Patent Applicant/Inventor:

- **BOLNICK David A**
3052 N.E. 89th Street, Seattle, WA 98115; US; US(Residence); US(Nationality)
- **KRAUTHAMER Robert M**
3851 N.E. 89th Street, Seattle, WA 98115; US; US(Residence); US(Nationality)
- **ESSES Steven**
1133 E. 22nd Street, Brooklyn, NY 11210; US; US(Residence); US(Nationality)

Legal Representative:

- **ALBRECHT Ralph P (agent)**
Venable, Baetjer, Howard & Civiletti, LLP, 1201 New York Avenue, NW, Suite
1000, Washington, DC 20005-3917; US

	Country	Number	Kind	Date
Patent	WO	200177876	A2	20011018
Application	WO	2001US11642		20010411
Priorities	US	2000196082		20000411

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG,
BR, BY, BZ, CA, CH, CN, CR, CU, CZ, DE,
DK, DM, DZ, EE, ES, FI, GB, GD, GE, GH,
GM, HR, HU, ID, IL, IN, IS, JP, KE, KG,
KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV,
MA, MD, MG, MK, MN, MW, MX, MZ, NO, NZ,
PL, PT, RO, RU, SD, SE, SG, SI, SK, SL,
TJ, TM, TR, TT, TZ, UA, UG, US, UZ, VN,
YU, ZA, ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Language Publication Language: English

Filing Language: English

Fulltext word count: 10961

Detailed Description:

...branding on the site and "pushed" announcements,
Customer support reduction (by providing the customer with **answers**
to the most often asked **questions** via **personalized**, branded, data - see above),
Customer service/**profile** surveys (product and services feedback),

- 20

N Paper reduction due to on-line delivery of ...

Dialog eLink: Order File History

25/3K/11 (Item 11 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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00833685

**CENTRALIZED IDENTITY AUTHENTICATION IN ANL ELECTRONIC
COMMUNICATION NETWORK**

AUTHENTIFICATION CENTRALISEE D'IDENTITE POUR RESEAUX DE
COMMUNICATION ELECTRONIQUE

Patent Applicant/Patent Assignee:

- **CARDINALCOMMERCE CORPORATION**
6119 Heisley Road, Mentor, OH 44060-1837; US; US(Residence);
US(Nationality)

Inventor(s):

- **BHAGAVATULA Ravishankar S**
26400 George Zeiger Drive, Suite 112, Beachwood, OH 44122; US
- **BALASUBRAMANIAN Chandra**
5779 South Winds Drive, Apartment 77, Mentor-on-the-Lake, OH 44060; US
- **SHERWIN Francis M**
3377 East Monmouth Road, Cleveland Heights, OH 44118; US
- **KERESMAN Michael A III**
8890 Cardinal Drive, Kirtland Hills, OH 44060; US

- **BOWMAN Jeffrey J**
2441 Trailard Drive, Willoughby Hills, OH 44094; US

Legal Representative:

- **CORNELY John P (agent)**
Fay, Sharpe, Fagan, Minnich & McKee, LLP, Seventh floor, 1100 Superior Avenue, Cleveland, OH 44114; US

	Country	Number	Kind	Date
Patent	WO	200167215	A2-A3	20010913
Application	WO	2001US7061		20010306
Priorities	US	2000187271		20000306
	US	2000187272		20000306
	US	2000187341		20000306
	US	2001798830		20010302

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)
CA, JP, MX

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE; TR;

Language Publication Language: English

Filing Language: English

Fulltext word count: 6306

Detailed Description:

...40, the authentication data may include a user name or ID, a secret password, a **dynamically** changing password, a PIN, **answers** to security **questions**, biometric data, etc. The authentication data collected by the agent 10 is compared for consistency to the **user account information** maintained in the agent's database 14, and where there is a match the user...40, the authentication data may include a user name or ID, a secret password, a **dynamically** changing password, a PIN, **answers** to security **questions**, biometric data, etc. After collecting the authentication data, the authentication process 506 is carried out... ...process 506 involves the agent 10 comparing for consistency the collected authentication data to the **user account information** maintained in the agent's database 14. Where there is a match, the user 40...

Dialog eLink: [Order File History](#)

25/3K/12 (Item 12 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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00780134

**METHODS AND SYSTEMS UTILIZING DELAYED DILUTION, MIXING, AND
FILTRATION FOR PROVIDING CUSTOMIZED BEVERAGES ON DEMAND**
PROCEDES ET SYSTEMES A DILUTION, MELANGE ET FILTRAGE DIFFERES
SERVANT A PRODUIRE DES BOISSONS PERSONNALISEES SUR DEMANDE

Patent Applicant/Patent Assignee:

- **THE PROCTER & GAMBLE COMPANY**
One Procter & Gamble Plaza, Cincinnati, OH 45202; US; US(Residence);
US(Nationality)

Inventor(s):

- **GUTWEIN Roger William**
3161 Blue Rock Road, Cincinnati, OH 45239; US
- **CONNOR Christopher Ward**
1063 Meredith Drive, Cincinnati, OH 45231; US

Legal Representative:

- **REED T David(et al)(agent)**
The Procter & Gamble Company, 5299 Spring Grove Avenue, Cincinnati, OH
45217-1087; US

	Country	Number	Kind	Date
Patent	WO	200112039	A2-A3	20010222
Application	WO	2000US22345		20000814
Priorities	US	99148984		19990814

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AE, AG, AL, AM, AT, AT (utility model), AU, AZ, BA, BB,
BG, BR, BY, BZ, CA, CH, CN, CR, CU, CZ,

CZ (utility model), DE, DE (utility model), DK, DK (utility model), DM, DZ, EE, EE
(utility model), ES,

FI, FI (utility model), GB, GD, GE, GH, GM, HR, HU, ID,
IL, IN, IS, JP, KE, KG, KP, KR, KR (utility model), KZ,

LC, LK, LR, LS, LT, LU, LV, MA, MD, MG,
MK, MN, MW, MX, MZ, NO, NZ, PL, PT, RO,
RU, SD, SE, SG, SI, SK, SK (utility model), SL, TJ, TM,
TR, TT, TZ, UA, UG, UZ, VN, YU, ZA, ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Language Publication Language: English

Filing Language: English

Fulltext word count: 17430

Detailed Description:

...extract can then be held in the refrigerated dispenser for up to 20 days.

C.) **Consumer** establishes a **personal profile** at the system and **answers** a few simple **questions** around preference. These **questions** help **customize** a product with the right
27

profile. The profile is maintained in a central database ...The coffee extract is used immediately after brewing to develop the desired finished beverage.

C.) **Consumer** establishes a **personal profile** over the Internet or at the system and **answers** a few simple **questions** around preference. These **questions** help **customize** a product with the right profile. The profile is maintained in a central database accessed...
...extract can then be held in the refrigerated dispenser for up to 15 days.

C.) **Consumer** establishes a **personal profile** at the system and **answers** a few simple **questions** around preference. These **questions** help **customize** a product with the right profile. The profile is maintained in a central database accessed... ...two fractions can be blended together at any ratio and also diluted with water.,

C.) **Consumer** establishes a **personal profile** over the Internet or at the system and **answers** a few simple **questions** around preference. These **questions** help **customize** a product with the right profile. The profile is maintained in a central database accessed...

Dialog eLink: [Order File History](#)

25/3K/13 (Item 13 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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00780131

**METHODS AND SYSTEMS UTILIZING DELAYED MIXING FOR PROVIDING
CUSTOMIZED BEVERAGES ON DEMAND**

PROCEDES ET SYSTEMES D'UTILISATION DE MELANGES DIFFERES EN VUE
D'OBTENIR DES BOISSONS ADAPTEES SUR DEMANDE

Patent Applicant/Patent Assignee:

- **THE PROCTER & GAMBLE COMPANY**
One Procter & Gamble Plaza, Cincinnati, OH 45202; US; US(Residence);
US(Nationality)

Inventor(s):

- **GUTWEIN Roger William**
3161 Blue Rock Road, Cincinnati, OH 45239; US
- **CONNOR Christopher Ward**
1063 Meredith Drive, Cincinnati, OH 45231; US

Legal Representative:

- **REED T David(et al)(agent)**
The Procter & Gamble Company, 5299 Spring Grove Avenue, Cincinnati, OH
45217-1087; US

	Country	Number	Kind	Date
Patent	WO	200112036	A2-A3	20010222
Application	WO	2000US22287		20000814
Priorities	US	99148984		19990814

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AE, AG, AL, AM, AT, AT (utility model), AU, AZ, BA, BB,

BG, BR, BY, BZ, CA, CH, CN, CR, CU, CZ,

CZ (utility model), DE, DE (utility model), DK, DK (utility model), DM, DZ, EE, EE (utility model), ES,

FI, FI (utility model), GB, GD, GE, GH, GM, HR, HU, ID,

IL, IN, IS, JP, KE, KG, KP, KR, KR (utility model), KZ,

LC, LK, LR, LS, LT, LU, LV, MA, MD, MG,
MK, MN, MW, MX, MZ, NO, NZ, PL, PT, RO,
RU, SD, SE, SG, SI, SK, SK (utility model), SL, TJ, TM,
TR, TT, TZ, UA, UG, UZ, VN, YU, ZA, ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Language Publication Language: English

Filing Language: English

Fulltext word count: 15205

Detailed Description:

...fractions can be
blended together at any ratio and also diluted with water.,
27

C.) **Consumer** establishes a **personal profile** over the Internet or at the system and
answers a few simple **questions** around preference. These **questions** help **customize** a
product with the right profile. The profile is maintained in a central database accessed...

Dialog eLink: [Order File History](#)

25/3K/14 (Item 14 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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00780130

**METHODS AND SYSTEMS UTILIZING DELAYED DILUTION TO PROVIDE
CUSTOMIZED BEVERAGES ON DEMAND**
PROCEDES ET SYSTEMES D'UTILISATION DE DILUTIONS EN VUE D'OBTENIR
DES BOISSONS ADAPTEES SUR DEMANDE

Patent Applicant/Patent Assignee:

- **THE PROCTER & GAMBLE COMPANY**

One Procter & Gamble Plaza, Cincinnati, OH 45202; US; US(Residence);
US(Nationality)

Inventor(s):

- **GUTWEIN Roger William**

3161 Blue Rock Road, Cincinnati, OH 45239; US

- **CONNOR Christopher Ward**

1063 Meredith Drive, Cincinnati, OH 45231; US

Legal Representative:

- **REED T David(et al)(agent)**

The Procter & Gamble Company, 5299 Spring Grove Avenue, Cincinnati, OH
45217-1087; US

	Country	Number	Kind	Date
Patent	WO	200112035	A2-A3	20010222
Application	WO	2000US22280		20000814
Priorities	US	99148966		19990814

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AE, AG, AL, AM, AT, AT (utility model), AU, AZ, BA, BB,
BG, BR, BY, BZ, CA, CH, CN, CR, CU, CZ,
CZ (utility model), DE, DE (utility model), DK, DK (utility model), DM, DZ, EE, EE
(utility model), ES,
FI, FI (utility model), GB, GD, GE, GH, GM, HR, HU, ID,
IL, IN, IS, JP, KE, KG, KP, KR, KR (utility model), KZ,
LC, LK, LR, LS, LT, LU, LV, MA, MD, MG,
MK, MN, MW, MX, MZ, NO, NZ, PL, PT, RO,
RU, SD, SE, SG, SI, SK, SK (utility model), SL, TJ, TM,
TR, TT, TZ, UA, UG, UZ, VN, YU, ZA, ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Language Publication Language: English

Filing Language: English

Fulltext word count: 15627

Detailed Description:

...extract can then be held in the refrigerated dispenser for up to 20 days.

C.) **Consumer** establishes a **personal profile** at the system and **answers** a few simple **questions** around preference. These **questions** help **customize** a product with the right profile. The profile is maintained in a central database accessed... ..extract is used immediately after brewing to develop the desired finished 1 0 beverage.

C.) **Consumer** establishes a **personal profile** over the Internet or at the system and **answers** a few simple **questions** around preference. These **questions** help **customize** a product with the right profile. The profile is maintained in a central database accessed... ..extract can then be held in the refrigerated dispenser for up to 15 days.

C.) **Consumer** establishes a **personal profile** at the system and **answers** a few simple **questions** around preference. These **questions** help **customize** a product with the right profile. The profile is maintained in a central database accessed...

Dialog eLink: Order File History

25/3K/15 (Item 15 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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00739251

**METHOD FOR MARKETING AND SELLING THAT MAY CONTAIN A
MEMBERSHIP BUYING OPPORTUNITY**

PROCEDE DE COMMERCIALISATION ET DE VENTE POUVANT INCLURE UN
GROUPEMENT D'ACHATS EN COMMUN

Patent Applicant/Patent Assignee:

- **AMWAY CORPORATION**
7575 Fulton Street East, Ada, MI 49355-0001; US; US(Residence);
US(Nationality); (For all designated states except: US)

Patent Applicant/Inventor:

- **ARGANBRIGHT Daniel A**
955 Diamond, N.E., Grand Rapids, MI 49503; US; US(Residence);
US(Nationality); (Designated only for: US)
- **BAMBOROUGH Dave**
1786 Middleground Drive, S.E., Kentwood, MI 49546; US; US(Residence);
US(Nationality); (Designated only for: US)
- **BANCINO Randy S**
17011 Shaner Avenue, N.E., Rockford, MI 49341; US; US(Residence);
US(Nationality); (Designated only for: US)
- **BLODGETT James G**
5446 Discovery Drive, S.E., Kentwood, MI 49508; US; US(Residence);
US(Nationality); (Designated only for: US)
- **DANGL William**
1855 Laraway Lane, Grand Rapids, MI 49546; US; US(Residence);
US(Nationality); (Designated only for: US)
- **HORDER-KOOP Robin**
8099 Wilderness Trail, N.E., Ada, MI 49301; US; US(Residence);
US(Nationality); (Designated only for: US)
- **HUNKING Jim**
63 Mountainview Crescent, London, Ontario N6J 4M7; CA; CA(Residence);
CA(Nationality); (Designated only for: US)
- **MCDONALD Kenneth J**
9171 Conservancy, Ada, MI 49301; US; US(Residence); US(Nationality);
(Designated only for: US)
- **PARKER John P**
6188 Rogue River Meadows, Belmont, MI 49306; US; US(Residence);
US(Nationality); (Designated only for: US)
- **SAVAGE Kelly K**
4188 104th Street, S.W., Byron Center, MI 49315; US; US(Residence);
US(Nationality); (Designated only for: US)
- **VISSER Steven R**
2157 Okemos, S.E., Grand Rapids, MI 49506; US; US(Residence);
US(Nationality); (Designated only for: US)
- **ZEVALKINK Claire**
2900 Pioneer Club Road, S.E., Grand Rapids, MI 49506; US; US(Residence);
US(Nationality); (Designated only for: US)

Legal Representative:

- **KATZ James L (agent)**
Brinks Hofer Gilson & Lione, NBC Tower, Suite 3600, 455 North Cityfront Plaza
Drive, Chicago, IL 60611-5599; US

	Country	Number	Kind	Date
Patent	WO	200052617	A1	20000908

	Country	Number	Kind	Date
Application	WO	2000US5073		20000229
Priorities	US	99122385		19990302
	US	99126493		19990325
	US	2000515861		20000229

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AE, AL, AM, AT, AU, AZ, BA, BB, BG, BR,
 BY, CA, CH, CN, CR, CU, CZ, DE, DK, DM,
 EE, ES, FI, GB, GD, GE, GH, GM, HR, HU,
 ID, IL, IN, IS, JP, KE, KG, KP, KR, KZ,
 LC, LK, LR, LS, LT, LU, LV, MA, MD, MG,
 MK, MN, MW, MX, NO, NZ, PL, PT, RO, RU,
 SD, SE, SG, SI, SK, SL, TJ, TM, TR, TT,
 TZ, UA, UG, US, UZ, VN, YU, ZA, ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
 GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;
 MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; SD; SL; SZ; TZ; UG;
 ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Language Publication Language: English

Filing Language: English

Fulltext word count: 44003

Detailed Description:

...which will be described in more detail below.

The information is preferably collected using a **dynamically** generated questionnaire. The **responses** are subsequently associated with a **person's profile**.

Questions may be shared between different questionnaires, such that an **answer** to a questionnaire in one location can be used in any other questionnaires that share...

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25/3K/16 (Item 16 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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00739190

**ELECTRONIC COMMERCE TRANSACTIONS WITHIN A MARKETING
SYSTEM THAT MAY CONTAIN A MEMBERSHIP BUYING OPPORTUNITY**
TRANSACTIONS DE COMMERCE ELECTRONIQUE DANS UN SYSTEME DE
COMMERCIALISATION POUVANT INCLURE UN GROUPEMENT D'ACHATS EN
COMMUN

Patent Applicant/Patent Assignee:

- **QUIXTAR INVESTMENTS INC**
Suite 3275, 30600 Telegraph Road, Bingham Farms, MI 48025; US;
US(Residence); US(Nationality); (For all designated states except: US)

Patent Applicant/Inventor:

- **ARGANBRIGHT Daniel A**
955 Diamond N.E., Grand Rapids, MI 49503; US; US(Residence);
US(Nationality); (Designated only for: US)
- **BAMBOROUGH Dave**
1786 Middleground Drive S.E., Kentwood, MI 49546; US; US(Residence);
US(Nationality); (Designated only for: US)
- **BANCINO Randy S**
10711 Shaner Avenue N.E., Rockford, MI 49341; US; US(Residence);
US(Nationality); (Designated only for: US)
- **BLODGETT James G**
5446 Discovery Drive S.E., Kentwood, MI 49508; US; US(Residence);
US(Nationality); (Designated only for: US)
- **CARLSON Bruce H**
6681 Checkerberry, Rockford, MI 49341; US; US(Residence); US(Nationality);
(Designated only for: US)
- **DANGL William**
1855 Laraway Lane, Grand Rapids, MI 49546; US; US(Residence);
US(Nationality); (Designated only for: US)
- **HAZARD William**
17282 Timberdune Drive, Grand Haven, MI 49417; US; US(Residence);
US(Nationality); (Designated only for: US)
- **HORDER-KOOP Robin**
8099 Wilderness Trail N.E., Ada, MI 49301; US; US(Residence);
US(Nationality); (Designated only for: US)

- **HUNKING Jim**
63 Mountainview Crescent, London, Ontario N6J 4M7; CA; CA(Residence); CA(Nationality); (Designated only for: US)
- **KAMPHUIS Aaron M**
7427 23rd Avenue, Jenison, MI 49428; US; US(Residence); US(Nationality); (Designated only for: US)
- **LANG Gregory J**
4358 Mile Road N.E., Grand Rapids, MI 49525-9633; US; US(Residence); US(Nationality); (Designated only for: US)
- **MAHIEU Gary A**
5198 Quailcrest, Grand Rapids, MI 49546; US; US(Residence); US(Nationality); (Designated only for: US)
- **MCCORMICK Kathryn E**
333 W. Green, Hastings, MI 49058; US; US(Residence); US(Nationality); (Designated only for: US)
- **MCDONALD Kenneth J**
9171 Conservancy, Ada, MI 49301; US; US(Residence); US(Nationality); (Designated only for: US)
- **PARKER John P**
6188 Rogue River Meadows, Belmont, MI 49306; US; US(Residence); US(Nationality); (Designated only for: US)
- **POPP Andrew J**
8366 Woodcrest, Rockford, MI 49341; US; US(Residence); US(Nationality); (Designated only for: US)
- **SAVAGE Kelly K**
4188 104th Street S.W., Byron Center, MI 49315; US; US(Residence); US(Nationality); (Designated only for: US)
- **VISSER Steven R**
2157 Okemos S.E., Grand Rapids, MI 49506; US; US(Residence); US(Nationality); (Designated only for: US)
- **ZEVALKINK Claire**
2900 Pioneer Club Road S.E., Grand Rapids, MI 49506; US; US(Residence); US(Nationality); (Designated only for: US)

Legal Representative:

- **SUMMERFIELD Craig (agent)**
Brinks Hofer Gilson & Lione, NBC Tower, Suite 3600, 455 North Cityfront Plaza Drive, Chicago, IL 60611-5599; US

	Country	Number	Kind	Date
Patent	WO	200052552	A2-A3	20000908
Application	WO	2000US5074		20000229
Priorities	US	99122385		19990302
	US	99126493		19990325

	Country	Number	Kind	Date
	US	2000515860		20000229

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AE, AL, AM, AT, AU, AZ, BA, BB, BG, BR,
 BY, CA, CH, CN, CR, CU, CZ, DE, DK, DM,
 EE, ES, FI, GB, GD, GE, GH, GM, HR, HU,
 ID, IL, IN, IS, JP, KE, KG, KP, KR, KZ,
 LC, LK, LR, LS, LT, LU, LV, MA, MD, MG,
 MK, MN, MW, MX, NO, NZ, PL, PT, RO, RU,
 SD, SE, SG, SI, SK, SL, TJ, TM, TR, TT,
 TZ, UA, UG, US, UZ, VN, YU, ZA, ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
 GR; IE; IT; LU; MC; NL; PT; SE;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;
 MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; SD; SL; SZ; TZ; UG;
 ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Language Publication Language: English

Filing Language: English

Fulltext word count: 56258

Detailed Description:

...which will be described in more detail below.

The information is preferably collected using a **dynamically** generated questionnaire. The **responses** are subsequently associated with a **person's profile**.

Questions may be shared between different questionnaires, such that an **answer** to a questionnaire in one location can be used in any other questionnaires that share...

Dialog eLink: Order File History
32/3K/1 (Item 1 from file: 349)
DIALOG(R)File 349: PCT FULLTEXT
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01096833

LOYALTY CURRENCY VENDING SYSTEM
SYSTEME DE VENTE DE MONNAIE DE FIDELISATION

Patent Applicant/Patent Assignee:

- **MILEPOINT INC**
Suite 1125, 7760 France Avenue South, Minneapolis, MN 55435; US;
US(Residence); US(Nationality)

Inventor(s):

- **JANSEN William L**
240 Eastwood Court, Chanhassen, MN 55317; US
- **LACEK Mark A**
4348 Fremont Avenue South, Minneapolis, MN 55409; US

Legal Representative:

- **PAIGE James J(et al)(agent)**
fREDRIKSON & BYRON, P.A., 4000 Pillsbury Center, 200 South Sixth Street,
Minneapolis, MN 55402; US

	Country	Number	Kind	Date
Patent	WO	200419257	A1	20040304
Application	WO	2002US22743		20020717
Priorities	WO	2002US22743		20020717

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG,
BR, BY, BZ, CA, CH, CN, CO, CR, CU, CZ,
DE, DK, DM, DZ, EC, EE, ES, FI, GB, GD,
GE, GH, GM, HR, HU, ID, IL, IN, IS, JP,
KE, KG, KP, KR, KZ, LC, LK, LR, LS, LT,
LU, LV, MA, MD, MG, MK, MN, MW, MX, MZ,
NO, NZ, OM, PH, PL, PT, RO, RU, SD, SE,

SG, SI, SK, SL, TJ, TM, TN, TR, TT, TZ,
UA, UG, UZ, VN, YU, ZA, ZM, ZW

[EP] AT; BE; BG; CH; CY; CZ; DE; DK; EE; ES;
FI; FR; GB; GR; IE; IT; LU; MC; NL; PT;
SE; SK; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GQ; GW;
ML; MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
UG; ZM; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Language Publication Language: English

Filing Language: English

Fulltext word count: 12650

Detailed Description:

...via API, XIVIL, or batch process using an agreed upon EDI format. Further, Elite Status **FAQ** State 528 allows a user or member to view **frequently asked question** concerning obtaining elite status, similar to **FAQ** States 506, 514, & 522 discussed above.

At Purchase Business Points State 530 a business has the option to purchase points, perform administrative tasks regarding their points and **account**, view marketing **information** explaining how the business points can be used, email a question or concern to customer service, or view **frequently asked questions** concerning the purchase of business points. Purchase Business Points State 530 is implemented as an...

Dialog eLink: [Order File History](#)

32/3K/2 (Item 2 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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00867338

**A METHOD OF AND APPARATUS FOR CONDUCTING COMMERCE USING
AN ELECTRONIC NETWORK**

PROCEDE ET DISPOSITIF PERMETTANT D'EFFECTUER DES OPERATIONS
COMMERCIALES VIA UN RESEAU ELECTRONIQUE

Patent Applicant/Patent Assignee:

- **ICO-OP NET PTE LTD**
1557 Keppel Road, #03-25 Blk B, Cantonment Central, Singapore 089066; SG;
SG(Residence); SG(Nationality); (For all designated states except: US)

Patent Applicant/Inventor:

- **NG Kok Loon**
11 Gilstead Road, #02-04 Morimasa Gardens, Singapore 309065; SG;
SG(Residence); SG(Nationality); (Designated only for: US)

Legal Representative:

- **GREENE-KELLY James Patrick (agent)**
Lloyd Wise, Tanjong Pagar, P.O. Box 636, Singapore 910816; SG

	Country	Number	Kind	Date
Patent	WO	200201449	A1	20020103
Application	WO	2000SG186		20001110
Priorities	SG	20003645		20000629

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG,
BR, BY, BZ, CA, CH, CN, CR, CU, CZ, DE,
DK, DM, DZ, EE, ES, FI, GB, GD, GE, GH,
GM, HR, HU, ID, IL, IN, IS, JP, KE, KG,
KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV,
MA, MD, MG, MK, MN, MW, MX, MZ, NO, NZ,
PL, PT, RO, RU, SD, SE, SG, SI, SK, SL,
TJ, TM, TR, TT, TZ, UA, UG, US, UZ, VN,
YU, ZA, ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Language Publication Language: English

Filing Language: English

Fulltext word count: 7012

Detailed Description:

...page can then be used to access customer information pages 104, such as a customer **account** summary, **information** on how the internet cooperative works, **frequently asked questions**, guarantees, terms of conditions, privacy policy, information about the internet co-operative, news, partner information, contact information, feedback, customer forum and such like. Particularly for the **account** summary **information, information** from database 50, which includes information about customers of the internet co-operative and their...

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32/3K/3 (Item 3 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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00805424

SYSTEM AND METHOD FOR LINKING ONLINE RESOURCES TO PRINT MEDIA AND AUTHORIZING TOOL FOR SAME

SYSTEME ET PROCEDE PERMETTANT DE RELIER DES RESSOURCES EN LIGNE A UN SUPPORT IMPRIME ET OUTIL PERMETTANT CETTE LIAISON

Patent Applicant/Patent Assignee:

- **NEOMEDIA TECHNOLOGIES INC**
Suite 600, 2201 Second Street, Fort Myers, FL 33901; US; US(Residence);
US(Nationality)

Inventor(s):

- **DURST Robert T**
6111 Tidewater Island Circle, Fort Myers, FL 33908; US
- **HUNTER Kevin**
8381 Arborfield Court, Fort Myers, FL 33912; US

- **STEIN David J**
12071 Gateway Greens Drive, #223, Fort Myers, FL 33913; US

Legal Representative:

- **BARKUME Anthony (agent)**
Greenberg Traurig, LLP, 200 Park Avenue, New York, NY 10166; US

	Country	Number	Kind	Date
Patent	WO	200139001	A1	20010531
Application	WO	2000US32510		20001129
Priorities	US	99167802		19991129

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AE, AL, AM, AT, AU, AZ, BA, BB, BG, BR,
BY, CA, CH, CN, CR, CU, CZ, DE, DK, DM,
EE, ES, FI, GB, GD, GE, GH, GM, HR, HU,
ID, IL, IN, IS, JP, KE, KG, KP, KR, KZ,
LC, LK, LR, LS, LT, LU, LV, MA, MD, MG,
MK, MN, MW, MX, NO, NZ, PL, PT, RO, RU,
SD, SE, SG, SI, SK, SL, TJ, TM, TR, TT,
TZ, UA, UG, UZ, VN, YU, ZA, ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Language Publication Language: English

Filing Language: English

Fulltext word count: 15464

Detailed Description:

...The Composer Control Pane will provide links to the following Content Panes.

Account 126 - publisher **account** registration

content.

WebDoc Definition 128 WebDoc content definition form.

WebDoc Maintenance 130 WebDoc content maintenance form.

Forum... ...style online forums to allow interaction among publishers concerning the WebDoc content definition process.

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FAQ 94 - Frequently Asked Questions pertaining to the system 10.

Referring to FIGS. 16 and 17, the Composer Interface **Account Content** Pane 126 will be displayed to perform account processing 136 with such **account information** stored in publisher account storage 138. Upon display of the Account Pane 126, a data...

Claims:

...Forum

Web 106 Information Content124Addressing 134Login/ ccoun rumRegister Processing rocessi100 **Account** Forum **Information**+ 126 Content**FAQ** Account 116Storage Pane Fo umPane**FAQ** **FAQ**Contentf PaneNeol-ink Comp"%Code/Graphic 94 Interface130 128ontrol PaneWebDoc Hyperlinks...

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32/3K/4 (Item 4 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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00803610

CASH PAYMENT SYSTEM
SYSTEME DE PAIEMENT COMPTANT

Patent Applicant/Inventor:

- **BLINBAUM Jacques**
114 East 78th Street, New York, NY 10021; US; US(Residence); US(Nationality)
- **CHALEFF Lawrence**
31 Tain Drive, Great Neck, NY 11021; US; US(Residence); US(Nationality)

Legal Representative:

- **HELFGOTT Samson(et al)(agent)**
Helfgott & Karas, P.C., 350 Fifth Avenue, Suite 6024, New York, NY 10118; US

	Country	Number	Kind	Date
Patent	WO	200137172	A1	20010525
Application	WO	2000US31239		20001114
Priorities	US	99165734		19991115

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)

AE, AG, AL, AM, AT, AU, AZ, BA, BB, BG,
BR, BY, BZ, CA, CH, CN, CR, CU, CZ, DE,
DK, DM, DZ, EE, ES, FI, GB, GD, GE, GH,
GM, HR, HU, ID, IL, IN, IS, JP, KE, KG,
KP, KR, KZ, LC, LK, LR, LS, LT, LU, LV,
MA, MD, MG, MK, MN, MW, MX, MZ, NO, NZ,
PL, PT, RO, RU, SD, SE, SG, SI, SK, SL,
TJ, TM, TR, TT, TZ, UA, UG, UZ, VN, YU,
ZA, ZW

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[OA] BF; BJ; CF; CG; CI; CM; GA; GN; GW; ML;
MR; NE; SN; TD; TG;

[AP] GH; GM; KE; LS; MW; MZ; SD; SL; SZ; TZ;
UG; ZW;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Language Publication Language: English

Filing Language: English

Fulltext word count: 7799

Detailed Description:

...the capability of registering with the system, if not already registered, viewing and changing their **account information**, canceling their account and changing their password. Information functions 504 provide clients with the ability to obtain expert answers to "**frequently asked questions**" from a library of information, via an e-mail request for information, via a "live...

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32/3K/5 (Item 5 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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00801858

DISTRIBUTED REAL TIME SPEECH RECOGNITION SYSTEM **SYSTEME REPARTI DE RECONNAISSANCE VOCALE EN TEMPS REEL**

Patent Applicant/Patent Assignee:

- **PHOENIX SOLUTIONS INC**
634 Georgia Avenue, Palo Alto, CA 94306; US; US(Residence); US(Nationality);
(For all designated states except: US)

Patent Applicant/Inventor:

- **BENNETT Ian M**
634 Georgia Avenue, Palo Alto, CA 94306; US; US(Residence); US(Nationality);
(Designated only for: US)
- **BABU Bandi Ramesh**
20/273 Prabhakar Street, Old Town, Anantapur 515 005, Andra Pradesh State; IN;
IN(Residence); IN(Nationality); (Designated only for: US)
- **MORKHANDIKAR Kishor**
#1-1495/5, S.B.H. Colony, Jewergi Road, Gulbarga 585 102, Karnataka State; IN;
IN(Residence); IN(Nationality); (Designated only for: US)
- **GURURAJ Pallaki**
B-7 UAS Quarters, Hebbal, Bangalore 560 024, Karnataka State; IN;
IN(Residence); IN(Nationality); (Designated only for: US)

Legal Representative:

- **GROSS John Nicholas (agent)**
1385 Mission Street, Suite 240, San Francisco, CA 94103; US

	Country	Number	Kind	Date
Patent	WO	200135391	A1	20010517
Application	WO	2000US30918		20001110
Priorities	US	99439145		19991112

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)
BR, CN, DE, JP, KR, US

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE; TR;

[EA] AM; AZ; BY; KG; KZ; MD; RU; TJ; TM;

Language Publication Language: English

Filing Language: English

Fulltext word count: 30911

Detailed Description:

...as 'First Time Visitors', 'Search Tips', 'Ordering', 'Shipping', 'Your Account' etc.

Other pages deal with '**Account information**' 186, 'Rates and Policies' 185 etc. Down another level, there are pages that deal exclusively with a sub-sub topics on a specific page such as 'First Time Visitors' 196, '**Frequently Asked Questions**' 195, 'Safe Shopping Guarantee' 194, etc. So if a customer has a query that is...

Dialog eLink: [Order File History](#)

32/3K/6 (Item 6 from file: 349)

DIALOG(R)File 349: PCT FULLTEXT

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00745802

APPARATUS AND METHOD FOR LOCAL INTERCEPT OF TOLL-FREE CALLS

APPAREIL ET PROCEDE D'INTERCEPTION LOCALE D'APPELS SANS FRAIS

Patent Applicant/Patent Assignee:

- **INTERNATIONAL THINKLINK CORPORATION**
ITC-9912, 650 Townsend Street, Suite 350, San Francisco, CA 94103; US;
US(Residence); US(Nationality)

Inventor(s):

- **LIM Kang S**
42 Gold Creek Court, Danville, CA 94506; US

Legal Representative:

- **LEE Michael**
Beyer Weaver Thomas & Nguyen, LLP, P.O. Box 130, Mountain View, CA
94042-0130; US

	Country	Number	Kind	Date
Patent	WO	200059197	A1	20001005
Application	WO	2000US8193		20000327
Priorities	US	99280769		19990329

Designated States: (Protection type is "Patent" unless otherwise stated - for applications prior to 2004)
JP

[EP] AT; BE; CH; CY; DE; DK; ES; FI; FR; GB;
GR; IE; IT; LU; MC; NL; PT; SE;

Language Publication Language: English

Filing Language: English

Fulltext word count: 12987

Detailed Description:

...the automatic answering equipment may perform certain tasks to service the call such as obtaining **account information** from the caller, or asking the caller to select from a series of voice mail... ...completely service

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the call by providing the caller with access to prerecorded answers to **frequently asked questions** .

It is not uncommon today for callers to experience some number of minutes of hold...

